



# Pearson

## EQA guidance for all standards – 30 March 2020

Dear colleague,

I hope this communication finds you well. With various EQA body and regulator guidance being released, we have consolidated this to ensure a clear and consistent message is provided to all stakeholders involved with end-point assessment.

### **EQA Body – NSAR**

#### **Adult Care / Lead Adult Care**

<b>Area for consideration</b>	<b>Measure to be implemented</b>
Evidence of achievement of: Level 2/3 Diploma in Care/Adult Care (depending on level of apprenticeship) Level 1 or 2 Literacy and Numeracy (depending on level of apprenticeship) Complete the 15 standards as set out in the Care Certificate	Accept suitable evidence of achievement offered as a 'proxy' for certification or achievement and allow the apprentice to proceed should they wish but on the understanding that apprenticeship certification for the apprenticeship cannot and will not be claimed by the EPAO until the actual evidence, e.g. Diploma or Care certificate or other formal certification, is produced.
In the last three months of the apprenticeship following completion of the Diploma, collate testimonies from people who use the service.	This aspect of the assessment plan, Gateway requirements has been suspended for the duration of the guidance note.

	Note that post this pandemic we will be in a position to issue new guidance on the service user testimony. The draft version of this guidance will be available for consultation during the period of this guidance.
Candidates can only apply to undertake the discussion component once the multiple choice assessment has been achieved.	The SJT and professional discussion can be taken in any order.
The situational judgement test will take place under examination conditions run by the independent assessment organisation.	<p>Currently we don't have a test solution for apprentices working at home. We are looking into online proctoring solutions to facilitate this. Once confirmed, a further communication will be released.</p> <p>A paper-based test is scheduled to be available by 30.3.20. This will allow the employer to invigilate within the workplace.</p>
The professional discussion may take place in the workplace.	All professional discussion can be done remotely following appropriate security and quality assurance practices.

## EQA Body – OFQUAL

### Customer Service Practitioner / Customer Service Specialist

<b>Area for consideration</b>	<b>Measure to be implemented</b>
My apprentice is still in training, but, gateway has had to be delayed as a result of COVID 19.	Apprentices whose gateway is being delayed are allowed a break in learning, with an extension to the assessment timeframe. The training provider is required to record this in the ILR

My apprentice is EPA approved, can the assessment go ahead?	The showcase and professional discussion component can be completed remotely using Zoom. Planning and scheduling will continue as per normal process.
My apprentice is in the EPA period and has completed the showcase and professional discussion component, but, needs an observation.	Currently there is no remote capability to undertake an observation. A pause in assessment will need to be applied and a break in learning reported back to the ESFA.
My apprentice is in training and due to reach gateway soon, how, can we submit the gateway form if employers are working from home?	Remote gateway meetings are permissible along with digital signatures from the employer and apprentice. The gateway declaration (and associated forms) can then be uploaded onto ACE360 in the normal way.
<b>Customer Service Specialist</b> - What will happen if the EPA assessment extends over the allowed 12-week period?	Where an apprentice is post Gateway and where the EPA Plan specifies a time limit by which EPA must be completed post Gateway, this may be extended by up to 12 weeks

## EQA Body – Institute for Apprenticeships & Technical Education

### Business Administrator

Area for consideration	Measure to be implemented
My apprentice has been approved for EPA, but, is working from home. Can the test be completed at home?	Currently we don't have a test solution for apprentices working at home. We are looking into potential solutions and will update as soon as possible.
With remote assessments, can these be completed whilst the apprentice is working from home?	Yes, the independent end-point assessor will confirm controlled assessment conditions and then undertake the remote assessment as per normal.

What will happen if assessment extends over the 12-week EPA period?	Where an apprentice is post Gateway and where the EPA Plan specifies a time limit by which EPA must be completed post Gateway, this may be extended by up to 12 weeks
My apprentice is in training and due to reach gateway soon, how, can we submit the gateway form if employers are working from home?	Remote gateway meetings are permissible along with digital signatures from the employer and apprentice. The gateway declaration (and associated forms) can then be uploaded onto ACE360 in the normal way.

### Team Leader Supervisor/Operations Departmental Manager

Area for consideration	Measure to be implemented
My apprentice is in the EPA period, but, is working from home. Can the test be completed at home?	Currently we don't have a test solution for apprentices working at home. We are looking into a solution and once agreed, we will provide further information.
With remote assessments, can these be completed whilst the apprentice is working from home?	Yes, the independent end-point assessor will confirm controlled assessment conditions and then undertake the remote assessment as per normal.
My apprentice has completed an on-programme qualification, but, we don't have the certificate to prove achievement.	The on-programme qualification is not a mandated gateway requirement; therefore, not prevent the apprentice reaching EPA. We can accept a screen shot of the awarding organisations claim screen to confirm the qualification has been awarded (i.e. Edexcel Online).
My apprentice is in training and due to reach gateway soon, how, can we	Remote gateway meetings are permissible along with digital signatures from the employer and apprentice. The gateway declaration

submit the gateway form if employers are working from home?	(and associated forms) can then be uploaded onto ACE360 in the normal way.
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### Supply Chain Operator / Supply Chain Warehouse Operative

Area for consideration	Measure to be implemented
My apprentice is in the EPA period, but, is working from home. Can the test be completed at home?	Currently we don't have a test solution for apprentices working at home. We are looking into online proctoring solutions to facilitate this. Once confirmed, a further communication will be released.
My apprentice has already sat the test, but, needs an observation – how can this be done?	<p>The observation will need to be re-scheduled or we can access end-point assessors locally (from the employer), if each of the following conditions can be satisfied:</p> <p>The person assessing must be occupationally competent or have responsibility for the occupational competence of people working in the apprentice's role,</p> <p>The person assessing has been trained in the assessment requirements of the assessment intervention (observation in the workplace) as set out in the assessment plan, preferably holding an assessor qualification or credential,</p> <p>There is no conflict of interest risking compromising the integrity of assessment decisions about apprentice performance,</p> <p>There is an auditable record of the assessment and the assessment judgements made (agreed by the EPAO) that will allow EPAO quality assurance and scrutiny.</p>

## Healthcare Support Worker / Senior Healthcare Support Worker / Healthcare Assistant Practitioner

Area for consideration	Measure to be implemented
My apprentice is in training, but, gateway has had to be delayed as a result of COVID 19.	Apprentices whose gateway is being delayed are allowed a break in learning, with an extension to the assessment timeframe. The training provider is required to record this in the ILR
My apprentice is EPA approved, can assessment happen?	<p>If the apprentice is still working, the tested component can be invigilated by the employer. The interview can also be undertaken using remote methods. Planning and scheduling will continue as per normal process.</p> <p>Currently there is no remote capability to undertake an observation. A pause in assessment will need to be applied with observation scheduled once government guidance changes.</p>
<p>Senior Healthcare Support Worker/ Healthcare Assistant Practitioner</p> <p>My apprentice has completed an on-programme qualification, but we don't have the certificate to prove achievement.</p>	We can accept a screen shot of the awarding organisations claim screen to confirm the qualification has been awarded (i.e. Edexcel Online).

### Overarching Queries

Area for consideration	Measure to be implemented
My apprentice is unable to sit their functional skills test, can a proxy be used for gateway?	No, if an apprentice can't satisfy the gateway requirements, a break in learning will need to be applied.
My apprentice does not have access to audio visual remote technology, can	In recent guidance, end-point assessments can't be conducted over the phone. We can only use audio

end-point assessment occur via telephone?	visual remote technology (i.e. Zoom) to confirm the apprentices ID and ensure controlled assessment conditions are being met.
Can end-point assessment organisations substitute assessment methods to support my apprentice in the EPA period?	No, we have to receive confirmation from the relevant EQA body to apply any flexibilities to an assessment method. Any substitution of an assessment method (for example undertake a professional discussion rather than observation) is not permissible.
I have an apprentice who needs to resit a failed component.	If the component can be assessed remotely (professional discussion, interview, etc.) this will be scheduled as per the normal process.
What if an apprentice has failed an observation on attempt 1 and requires a resit observation?	The observation will need to be delayed / scheduled to a later date when government restrictions have been lifted.

## Employer invigilation

Where apprentices are still within the work environment, we can send test papers to the employer, should they be happy to invigilate. Please find further information in our [Invigilation of Paper Based Tests document](#).

As updates are being provided, this document will be reviewed to reflect the most up-to-date guidance received.

As always, if you have any questions, queries or concerns, please contact [epadelivery@pearson.com](mailto:epadelivery@pearson.com) in the first instance.