



Pearson

## Retail New Standards Q & A

### General

#### **Are Pearson using the same testing system for the Multiple Choice Questions (MCQ) on the new standards?**

Yes - we will be looking to use the Pearson Online Platform (POP) to host the MCQs for the Hospitality Standards.

#### **Do we know overall how many Guided Learning Hours (GLH) need to be covered? I've been looking through the assessment plan and can't see it anywhere?**

GLH relate to a specific qualification. There are no mandatory qualifications within the new standards. The minimum requirement is for 12 months on Programme Delivery and Assessment of which at least 20% needs to be delivered off the job. Over a 12 month period, 20% equals 9.5 hours which is approximately 333 hours over that period. These hours are only off the job, additional on the job hours may also be delivered as required.

#### **Any updates on parents having to sign the paperwork / contracts for 16-17 year olds?**

We believe that parents will still need to countersign any apprenticeship paperwork/contracts relating to 16-17 year old Apprentices and have not seen any information to the contrary

## **We've been informed that yes we do have to get Parents signature as it's now a contract but just wondering on the logistics for all this and if it's been thought through?**

You would need to check with your Education and Skills Funding Agency (ESFA) contract manager for more information on this. Draft copies of contracts can be found on the Association of Employment and Learning Providers (AELP) website if you need further information.

## **Are providers not likely to hear a decision if they reapplied before the election?**

Since the webinar, the Government have announced the successful applicants from the March/April submission round. A full list can be found on the Governments website.

## **Off the job training**

### **The current delivery with specification of apprenticeship standards for England (SASE) provides an issue with employers' not allowing learners' time for learning off the job. Not giving them time off the shop floor to meet with their assessor/trainer. With the new standards which is a day a week 20% how will employers ensure that this 20% is fully met? If as you state this is checked where the employer is causing access issues how can we ensure we as work based providers are not penalised?**

The 20% off the job and all on programme delivery and assessment should be documented in the contract that is agreed between the provider and employer at the start of the apprenticeship. The retail assessment plan states that the Apprentice has to complete documentation throughout the on programme delivery and apprenticeship which should also record the off the job training required. If an employer is not wanting to release their staff for the 20% off the job element, we would recommend that Apprenticeship delivery does not commence.

### **An assessor working with a learner in the canteen for example on assignments would this be appropriate if it was 1-1 off the job?**

Yes, if this was during their normal working hours and the canteen is not their normal place of work this could be used as part of the 20% off the job training requirement.

## **If the off the job training has to be during normal working hours does this mean that any work the learner does at home will not be allowed within this?**

Any learning that is done out of normal working hours does not contribute to Off the Job Training but could be counted as part of the on Programme Delivery and Assessment.

## **Quality Assurance**

### **How could future OFSTED be impacted, if the contract is with the employer, will they have power to prevent future contracts?**

Ofsted will continue to inspect the lead provider as currently occurs. During that inspection, any sub-contractors may be covered. This will be the case for lead providers and employer providers as they will have to deliver at least 50% of the apprenticeship in order to maintain their funding.

## **End Point Assessment (EPA)**

### **What happens if no end point assessment picks up a standard?**

All Retail standards have at least 1 approved EPA organisation to select from. If a standard is delivered that has no option for EPA, the apprentice cannot achieve the apprenticeship until an EPA organisation is approved. It is strongly recommended that providers/centres, do not commence delivery against standards that do not have at least one approved EPA organisation.

### **Does Pearson have the capacity to undertake all the EPAs required?**

Yes - we will look to recruit additional Independent End Point Assessment staff as required and have the option of a partnership working model available with centres with large volumes of learners.

### **How will we know who the EPA organisations are?**

You can find the EPA organisations, and the standards they are approved for here:

<https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations>

## **Who acts as quality assurance (QA) for Pearson EPA's - internal or external?**

Internal will be the Independent Assessor and support team, we will also be Externally Quality Assured by the Employer Panel which is being organised by People 1st

## **Will EPA support materials not be available at the start?**

Support materials for EPA will be made available when a candidate is registered for EPA - if you register a candidate for EPA at the beginning of their programme (for example in a bundled package that includes on programme support materials), then the EPA support materials may be made available prior to EPA being booked

## **Will each EPA organisation have different end point assessments?**

In terms of style of questions. Each EPA organisation is required to design their EPA activities around the requirements set out in the Assessment Plan and also the Common Approach document which is provided to each EPA organisation on approval. We are then quality assured by the External Quality Assurance Organisation

## **EPA observations will they be based on a specific task E.G delivery, Customer Service, Taking Payments, Merchandising or will is depend on their Job role in the Store?**

A bit of both - the Assessment Plan outlines what they expect to be covered in a practical observation of a 'typical' day in a store but we all know that this does not always happen. The observation is to try and cover as many different elements as possible and any that are not covered will be discussed in the Professional Discussion. If a candidate has a particular role within a store that they feel they should include in the observation then it is suggested that this occurs (as long as it is not simulated).

## **Is the training provider not told the result directly from the end point organisation?**

If the training provider is the one booking the EPA activities with the EPA organisation then they will be informed of the outcome. The remaining 20% funding that is withheld is on completion of the EPA activities not the achievement of the Apprenticeship standard.

## **What happens if the planned observation cannot go ahead for one reason or another? Is there an opportunity to be rearranged?**

Yes, where an observation needs to be cancelled (i.e. due to ill-health) then please contact the EPA organisation as soon as possible to re-arrange.

## **In terms of "internal quality assurance" will independent end point assessors be self-moderating their own assessments or will they pass the assessments/evidence to their centre IQA for final moderation? Also how will standardisation happen now?**

All EPA organisations are required to outline the IQA processes as part of the application process. EPA organisations will carry out IQA activities throughout the EPA process. The External Quality Assurance activity will carry out the standardisation and moderation process across EPA organisations and the IQA process will carry out the standardisation and moderation process within the EPA organisation and between End Point Assessors.

## **Are the Professional Discussion recorded and captured via voice recording or written? If the provider has portfolio with they need to include on their system or is it made available from the awarding organisation?**

It all depends on the technology used to carry out the discussion - if this is done via Skype for example, if recording options are available, then it will be recorded. Where the discussion takes place face to face, these may also be voice recorded and a paper document is produced as part of the EPA activity. If there is a requirement for a Portfolio of Evidence to be used as part of the EPA, then this can be captured on an E-portfolio system and you will need to ensure that the Independent Assessor has access to this.

## **Will people 1st be the external verifiers who will potentially come in and visit centres where they have staff who are also "end point assessors" and where IQA activity happens?**

The EQA activities will take place on a bi-annual basis and it is formed of a panel of members - predominantly from employers with other members from private training providers, colleges and EPA organisations. They are likely to be carrying out a sampling exercise of the documentation produced by the EPA organisation as part of the EPA activities. If they feel that further observations need to be carried out, this will be discussed at that point, but we believe that regular observations of the EPA activities by the EQA group will not be taking place.

## Funding and costs

### **What percentage are Pearson charging for the EPA for hospitality standards?**

This will be discussed on an individual basis, but will be no more than 20% of the overall funding cap

## Resources

### **Is it envisaged that Apprentice 360 will replace centre's current e-portfolio resource or merely compliment it?**

In time the Pearson Apprentice 360 may include an e-portfolio element, at present it should complement any current e-portfolio provision. Paid for resources are being discussed at present. Additional resources (Pearson Apprentice 360) will be available for learners by the end of 2017.

### **Is Pearson putting any packages together for the standards for example: resources that we can buy? A lot of the content within the workbooks that were originally released are quite dated and mainly only consist of instructions about planning observations and professional discussions, are there additional workbooks that I'm not aware of and if so where can these resources be found?**

Payment for resources are being discussed at present. Additional resources (Pearson Apprentice 360) will be available for learners by the end of 2017.

### **A lot of the content within the workbooks that were originally released are quite dated and mainly only consist of instructions about planning observations and professional discussions, are there additional workbooks that I'm not aware of and if so where can these resources be found?**

We are looking at additional resources for this sector at present outside of the materials being produced for Pearson Apprentice 360. Further information on these will be provided in due course.

## **Will there be any mock end point assessment material available before registering the end point assessment?**

Once you have registered the candidate with Pearson for EPA then support materials (including practice tests) will be made available.