



Pearson

Customer Service Flexibilities webinar FAQs

Does the Witness Testimony have to cover the distinction points? Some learners aim for pass only.

We would encourage the witness to provide sufficient detail across all pass and distinction criteria to help support the apprentice.

Did you say that the Witness Testimony can be recorded?

Yes, if a witness chooses to audio record, this must be timestamped on the documentation

So how is Witness Testimony is recorded do we just refer the EPA Assessor to and attached recording then?

Yes, if a witness chooses to audio record, the audio recording and the documentation with the timestamps must be uploaded into the shared documents area of the apprentice record on ACE 360

I have Apprentices who are at the Gateway stage and need to do a project, however because they are working from home this is very difficult to get evidence. Can they use past evidence for this?

The dispensation is only permitted for the practical observation component. For the work based project, there is no dispensation agreed. As such, the existing requirements for this component must be adhered to.

Can you write the 2 different situations on the same witness sheet?

Yes, however on the documentation there must be dates provided to show when the apprentice has demonstrated these skills and behaviours.

What if learners and managers are on furlough and no contact with managers until they are given all clear to return to work? We have contact with learners but no way to contact managers.

The apprentice would need to be put on a break in learning until contact can be made with managers (or suitable witnesses).

Can the evidence gathered by the witness be from any point in the apprenticeship programme or does it need to be post-gateway?

To maintain currency, it is expected that witnesses provide examples from 3 months prior to gateway onwards

Can the 2 customer interactions be observed on different dates?

Yes, this will support reliability within the assessment

Can the examples be interactions that may have been witnessed already in their showcase?

If the interactions meet the performance requirements (and are within the timescale of 3 months prior to gateway) these can be used.

Will there be any sample witness testimony extracts to give the witness some guidance?

No, however, guidance is provided to the witness in the observation template

Does that Witness Testimony template have to be used for written testimony?

Witnesses should be encouraged to use the template as this will ensure sufficient evidence is provided for each performance requirement.

Does the Expert Witness need to have been their manager for 3 months, if they have worked with them previously but have been promoted to the role of manager in the learners last month in training?

The witness must have worked with the apprentice for a minimum of 3 months during the course of their apprenticeship

Can the Witness Testimony cross reference in to the showcase portfolio?

No, as each assessment component is separate, a Witness Testimony for the observation performance requirements is needed

Is the 3 month time frame of knowing the apprentice a must?

Yes, this has been set by OFQUAL and the Institute for Apprenticeships and Technical Education (IFATE)

Does the 30 mins Q&A then go into the Professional discussion?

No, the professional discussion is a separate component

If the apprentice already has some expert Witness testimonies, can they be used for this?

The witness testimonies used for on-programme purposes would need to be checked to see if all performance requirements of the observation criteria are met. We would encourage recent interactions (3 months to gateway) to be included, to best support the apprentice.