

End-point assessment requirements for Team Leader and Operations/Departmental Manager webinar - frequently asked questions (FAQs)

- 1. terms of the behaviours, do we need to state what behaviours have been met? For example, within a recorded discussion, or do we just mark these as and when we feel they have demonstrated them?**

A. If the piece of evidence is mapped to the specific assessment criteria on the matrix document, this is fine. If you timestamp the recording too then, the IEPA can go straight to it.

Will certificates still be being sent to employers at this time?

A. If ATE are responsible for sending achievement certificates to employers - they are still sending these out I believe, but we hear of delays

- 2. We are not getting the statement of results through - where does this go to? We have to look on the walled garden to find the results, which does not give a detailed breakdown.**

A. Statements of results are currently not being posted to the training provider. We are aware that many buildings are closed currently and so have paused this until these changes.

- 3. Will the use of digital signatures be accepted after Covid-19?**

A. This was a dispensation allowed specifically for this current situation with Covid-19. We do not know if this will be allowed to continue.

- 4. What sort of digital signature will you accept on evidence?**

A. Digital Signatures are allowed on declaration and authenticity documentation. We will also accept a typed in the signature of the learner's name only. Employer and training provider digital signatures must be provided. If it is not possible to get a digital signature, we will accept a letter from the apprentices' employer stating the learner can go through gateway. This must be stated in the email and include the Employers email signature. For further guidance, please refer to slide 5 of the presentation for the guidance link.

- 5. Some employers do not like to install software such as Evolve. Are there any plans to move to a more web-based platform, please? As these are exams, we need to ensure complete security.**

A. We do not have plans to move away from Evolve currently.

- 6. Can the new ILM resources that are available during Covid-19 be shared with learners and used after Covid-19 is over?**

A. To be clear the e-Workbooks that are being made available free of charge are topic workbooks and are not unit workbooks, so are not specifically designed to meet the standards (we do have workbooks known as illuminate that do this).

The e-Workbooks are for you to use now and in the future. The e-Workbooks can be used as evidence within the Portfolio; however, you must make sure that they specifically meet the assessment criteria for the Portfolio as set out in the matrix. Often workbooks cover knowledge - the Portfolio is mainly about skills.

7. Do learners still need to achieve their Level 2 Functional Skills before gateway?

A. Yes, this has not changed, a Level 2 Functional Skills needs to be achieved and uploaded as gateway evidence for the Level 3 and 5 Management standards.

See slide 8 of this presentation and the links within it for further guidance.

8. Can Apprentices use competency-based answers in their interview other than those contained within their Portfolio

A. Yes, this is fine; if they have some prepared in advance, they can take notes in with them.

9. Do you need a webcam for the discussion-based EPA assessment activities, or could you do over the phone?

A. For the comfort of the learners, a laptop with a webcam installed is best, but we have done EPAs where the learner uses their phone.

10. What platform do we need for the EPA professional discussion and presentation? You have mentioned previously Go-to-Webinar or Cisco, but we do not have licences for these. Do we need them, or do you invite us to use your platform or do we need something in place.?

A. Please refer to slide 39 for details. If it is Go-to-Webinar, there is no need for a licence at your end as we hold the licence. Full details can be found in our EPA guidance.

When you say product evidence, is a witness testimony or observation as good as it shows actual performance rather than a piece of product evidence that can be faked. I had a portfolio rejected as there was no product evidence, but it had observations and witness testimonies, but the IEPA classed them as knowledge.

11. Can you clarify if it is efficient to have an observation and a witness testimony, or do you need product evidence?

A. A combination of product evidence (documentation that supports the evidence) and other evidence is required (such as professional discussion and witness statements) that shows how the skills have been applied. It might be worth watching the recording of my recent webinar specifically on Best Practice for EPA Portfolios available [here](#)

12. Will the Level 3 portfolios require any sort of mapping?

A. Yes, most definitely and we provide one within the EPA customer guidance pack. If there is no matrix showing where the evidence can be found, then it is very difficult for the IEPA to locate the evidence and award the marks.

13. Regarding the Portfolio, the self-awareness section, and the problem-solving section both require knowledge.

A. Self-awareness, management of self and decision making are covered in the Portfolio for knowledge and skills.

14. How many pages (pieces) of evidence as a maximum for the showcase portfolio?

A. There is no set guidance within the standard (this will change when the new Level 3 Assessment Plan is introduced). We would encourage you to take a holistic approach and use activities that you have evidenced across several assessment criteria.

15. If someone has put knowledge references into a reflective log, can this still be used as evidence?

A. If the specific assessment criteria are met, then this is fine. A reflective statement on its own would be unlikely to be sufficient - do make sure that there is sufficient evidence that the criteria is fully met.

16. We are using get to gateway which has the facility to upload evidence for a portfolio. Is this where we are supposed to submit the evidence, or is there a dedicated EPA portal for the Portfolio?

A. Evidence for EPA needs to be uploaded to our Portal. There is a requirement from our regulators that we hold this information for a given time and we are responsible for this so can have the data within our systems.

17. How is the Portfolio referenced? Is it online through the EPA portal or by using paper-based referencing grids?

A. Within the EPA guidance pack, there is a matrix document for you to use to map evidence to the matrix. This should then be included as part of the uploaded documentation/evidence to the EPA Portal.

18. If a learner does the qualification alongside the standard, is the evidence submitted for the qual a direct match for the Portfolio in EPA.

A. We have provided a document which maps the evidence produced through the qualification to the requirements of the Portfolio. This is available on Walled Garden if you have registered learners on the qualification and with ILM for the EPA.

19. Can you clarify whether the Portfolio element will not be assessed going forward? Is that for level 3 only or for level 5 as well?

A. The changes for the Portfolio are for level 3 only. When we have further information, we will communicate this widely as soon as we are able.

20. We have had our first learner through the discussion element and working with two others but are we are unsure if how we completed the Portfolio was correct or suitable. Is there any way that a centre can be indicated that the format is ok?

I am just concerned that I am following this format for the next two, and they are likely to be uploaded before we get the results for the first learner. So, if we have got it wrong for the beginning, we are just replicating this so it will be wrong for the next learners.

A. The EPA Guidance pack provides you with detail of the requirements of the Portfolio. It might be worth watching the recording of my recent webinar specifically on Best Practice for EPA Portfolios available [here](#).

21. Did you say that the Portfolio does not currently need to be submitted for EPA, and will not be part of the assessment mark (i.e. the 20%)?

A. The Portfolio is part of the EPA assessment for both level 3 and level 5 and contributes 20% to the overall mark.

It still needs to be submitted and will be marked. The level 3 Assessment Plan is due to change, and as part of that, the Portfolio will still be required to be submitted but will not be marked. This is not fully signed off yet, and as soon as we have the final details, we will communicate this widely.

22. Should evidence be signposted within the document, i.e. referencing the skills reference numbers within a document, as well as on the matrix?

A. Yes please make it as clear as possible where the evidence for each criteria can be found.

23. I have noticed a few errors on the matrix regarding some of the criteria. Is there an updated or amended version?

A. The most up-to-date document will be within the EPA Guidance Pack on Walled Garden - we did amend some errors right back at the beginning so do let us know if you have found some others.

24. In the level 5 qualification combined units, do they have knowledge in them that are referenced to the Portfolio? So, would this not be covered by assignment?

A. These units are covered in the qualification by professional discussion.

25. Does every piece of evidence need an electronic signature?

A. There needs to be an e-signature matching the authentication form on each piece of evidence (signed off that it is that of the apprentice).

26. Can we submit a smart assessor electronic portfolio to EPA rather than upload paperwork separately? This would allow the IEPA to log in directly.

A. Evidence for EPA needs to be uploaded to our Portal. There is a requirement from our regulators that we hold this information for a given time and we are responsible for this so to have the data within our systems. You can certainly use Smart Assessor to 'compile' the Portfolio and then extract it and upload to our Portal.

27. If an observation has not been recorded, videoed is a narrative of the observation still ok?

A. Yes, a written narrative is fine if it shows the apprentice meeting the criteria.

28. Is the use of video or audio recording necessary?

A. These types of evidence are valuable as they allow the IEPA to observe the apprentice directly; however, they are an optional approach.

29. Would you avoid putting knowledge assignment into the EPA portfolio?

A. Portfolios should be as concise as possible as there is a lot of assessment criteria required. Only include evidence (such as assignments) if they specifically meet the requirements and please signpost to the specific section of the assignment.

30. Our authentication of evidence takes place on the documents electronically on our online Portfolio, but you would not see this in a download of evidence in the EPA portfolio.

A. There needs to be an e-signature matching the authentication form on each piece of evidence (signed off that it is that of the apprentice).

31. Can one piece of evidence be cross-referenced over several units?

A. Yes absolutely and this is actively encouraged to reduce the overall size of the Portfolio

32. If learners fail Portfolio of evidence, will they just be able to submit additional evidence later?

A. You will receive feedback on which sections of the Portfolio have failed. Additional or revised evidence needs to be uploaded, and only those sections will be re-marked.

33. When sending evidence is this just done via a folder of the learner's work?

A. The evidence needs to be uploaded to our Portal electronically. Guidance for this can be found in our 8 step guide (a link can be found at slide 15 of the presentation) when you register your first learner the EPA booking team will work to guide you through the process.

34. Once registered, how do learners receive the EPA Prep tool, and can the assessors have this also?

A. Once the first learner is registered, then tutors get access to the EPA Prep tool and then each learner in turn as they are registered. Our EPA bookings team manages this.

35. Is the EPA tool available for everyone or just those who have done the diploma?

A. The EPA Prep tool is available to all apprentices once they are registered for the EPA.

36. How can the EPA Prep tool be accessed by our apprentices?

A. It is an online tool available through SmartScreen.

37. Could you please explain the process for EPA of I5 presentation. For example, what needs to be submitted before EPA and what will be required by the learner, employer and training provider on the day of EPA.

A. Details of this can be found in the EPA Guidance Pack. There is a need to provide a report on the project, and this needs to be uploaded alongside the Portfolio to the Portal.

The presentation (e.g. PowerPoint) should also be uploaded at this time (we allow some flexibility on the timescales for the presentation as we understand this might still be being worked on). We will then manage the requirements for the panel.

38. Is the project presented in the EPA the same project evidenced for the Project Management Unit?

- A.** The work-based project is one that represents the skills, knowledge, and behaviours in the Standard. It provides a substantive evidence base from a business-related project to demonstrate the application of skills and knowledge. The project will take place towards the end of the apprenticeship and likely to be during the final six months.

Each project must enable the following to be demonstrated.

- The application of knowledge and skills to meet the outcomes in the Standard
- The approach to planning and completion of the project
- The application of behaviours from the standard.

39. Will the panel dispensation continue, I thought IfATE were discussing making this a permanent feature?

- A.** Now we do not know whether this dispensation will continue. The requirement for the panel will likely be dropped at the next formal review of the Standard and the Assessment Plan, but this is not agreed at this stage.

40. Is the requirement for a project and presentation just for level 5?

- A.** There is no requirement for a presentation currently at level 3.

41. How long will the project presentation be required to last?

- A.** Please see slide 36 for details - the presentation will last for 15 minutes. There is no limit to the number of slides, but good presentation skills are encouraged, so the number of slides should be manageable for the time allowed.

42. Where can I find ideas for projects and criteria it needs to cover?

A. The criteria are set within the Assessment Plan (there is a link to the IfATE website on slide 41 of the presentation).

Training providers should work with employers and apprentices to determine a suitable project within their workplace. The EPAO does not set the project.

43. I have just booked an assessment for an I5 learner, and the date has come through for July. Why is there such a delay?

A. The standard guidelines are that we will offer you a date within 90 days. If you require an earlier date do go back to the team to discuss further, they may be able to support.

44. Can we use Microsoft Teams for the live online interaction, as we do not have licences for anything else and under current climate cannot afford it?

A. We use Go-to-Webinar currently as this is stable and secure. You do not need a licence for this as we hold the licence.

45. Within the qualifications there are two online tests, are they available to be delivered remotely as the EPA ones are?

A. No these are not currently available. We are awaiting feedback from the regulators for these qualifications (Ofqual) as soon as we know the outcome, we will communicate this widely.

46. Please can you signpost us to mock questions for the competency-based interview and CPD discussion?

A. These are available on the EPA Prep tool through SmartScreen. This is available to the centre once the first learner is registered for EPA, and it is available to the learner once they are registered. We have samples, but these are to be used as a guide. If the apprentice is clear on what is in their Portfolio and the criteria to be covered in the interview and have a structured approach to answering questions, they should be fine.

47. With level 3 knowledge tests, is this a multiple choice like the ILM evolve knowledge tests for units communication, relationships, leading and managing people?

A. Yes, this is correct; it is a scenario-based set of questions with multichoice answers. There are sample tests available on the EPA Prep tool.

48. We have recently had issues with the ILM independent assessors not readily accepting the e-portfolio OneFile export for assessment. Is this a known problem, please?

A. I am aware that OneFile seems to download evidence and not reference it to the Assessment Criteria. The key is to make sure that the evidence is clearly referenced and the only evidence that is required is included. It might be worth watching the recording of my recent webinar specifically on Best Practice for EPA Portfolios available [here](#).