



A City & Guilds Group Collaboration

# End-point Assessment

## Customer guidance for remote assessments

Version 1.0

June 2018

# 1. Introduction

For any End-point Assessment (EPA) which includes remote assessment with a City & Guilds or ILM Independent End-Point Assessor (IEPA) such as a professional discussion, presentation or interview, currently a system called 'GoToWebinar' is used to facilitate these.

Please follow this link to test your system is compatible and select try a test session <https://support.logmeininc.com/gotowebinar/system-check-organizer>

The date and times of any remote activities as part of the EPA (e.g. professional discussions) are agreed between the EPA Team and the customer once reservations have been made via the Walled Garden.

Customers will receive a booking confirmation form following the submission and checking of all the required Gateway Evidence.

This form will include a unique 'registration' link to the remote session which must be passed on to the apprentice, for them to register for the session prior to the day of the remote assessment.

Successful registration will result in the apprentice receiving a calendar invite from 'GoToWebinar' with a link to access the session on the day of the assessment.

# 2. Points to note

## Prior to the remote assessment

- The customer **must** ensure that the apprentice receives the registration link from the confirmation form (each one is unique to the individual apprentice).

**Section 3: End-point assessment booking details (face to face activities only)**

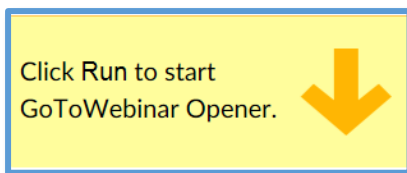
Key - types of assessment methods												
Professional discussion (PD)    Role play/simulation (RP)    Questions and answers (Q&A)    Panel interview (Int)    Presentation (PR)    Practical/observational assessment (OA)    Viva (VA)												
<b>IMPORTANT:</b> It is the responsibility of the Customer to ensure that individual links to the virtual environment, are distributed to each apprentice. The apprentice is required to register their attendance, prior to the EPA event.												
ENR	Apprentice first name	Apprentice surname	Gender	Apprenticeship standard	Level	Venue or remote	Assessment method	Special Access Arrangements	Independent End-point Assessor	Date of EPA event	Start time	End time
XTC1234	John	Howard	M	Infrastructure Technician	2	remote	PD	None	Max Smith	14/12/2017	13:00	15:00
If applicable, link to virtual environment .otherwise leave blank: <a href="https://global.gotowebinar.com/eojoin/3802841670659233025/xxxxxxxxxxxx">https://global.gotowebinar.com/eojoin/3802841670659233025/xxxxxxxxxxxx</a>												
ABC7891	Sara	Fields	F	Infrastructure Technician	3	remote	PD	None	Max Smith	15/12/2017	09:30	11:30
If applicable, link to virtual environment .otherwise leave blank: <a href="https://global.gotowebinar.com/eojoin/3802841670659233025/xxxxxxxxxxxx">https://global.gotowebinar.com/eojoin/3802841670659233025/xxxxxxxxxxxx</a>												
XYZ389	Sara	Fields	F	Infrastructure Technician	3	remote	PD	None	Max Smith	14/12/2017	11:00	13:00

- The apprentice **must** register for the session in advance of the actual assessment.
- There is no requirement for customers to purchase a 'GoToWebinar' licence or download 'GoToWebinar' in advance of the assessments.
- All remote assessments are recorded for quality assurance purposes and apprentices should be informed of this prior to the session. Please contact the EPA Team in advance, should there be any issues with this.

- The apprentice should be situated in either the Employer's or Provider's premises for the remote assessment. Customers must ensure in advance that the security systems, firewalls etc. will allow them to run the 'GoToWebinar' system.

### **On the day of the remote assessment**

- Apprentices must be using a device with a working camera, microphone and speakers (mobile phones and Android tablets cannot be used).
- The apprentice must be in a quiet location, with no interruptions or distractions for the duration of the assessment. When an apprentice joins the webinar, they will be prompted to open 'GoToOpener' which they should allow when asked.



- Apprentices cannot open 'GoToWebinar' through the web app.
- The IEPA will ask the apprentice to share their webcam prior to the start of the assessment.
- The apprentice must have with them a form of photographic ID. They will be asked to present this to the IEPA at the start of the session.
- The IEPA will explain to the apprentice the purpose of the session as part of their introduction.
- All remote assessments are started by the EPA Team. Once the apprentice and IEPA have both joined and are assured that there are no issues, the EPA Team will leave, the assessment will begin, and the recording will start
- The system has an option for an apprentice to show their screen, should they wish to share any documents with the IEPA to support their assessment.
- The named customer contact, whose details were provided on the Booking Confirmation Form must be available at the assessment date and time, for either the apprentice or the EPA Team to contact should there be any issues.
- Once the assessment is completed, the IEPA will explain that it will be quality assured, and results submitted to their provider. No results will be provided at the end of the session.
- The apprentice can then exit the webinar.