Level 4 Investment Operations Specialist (7418-14)

November 2017 Version 1.1

End-Point Assessment Pack

For Independent End-Point Assessors

Version and date	Change detail	Section

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1. Introduction

What is in this document

- The standard
- End assessment tasks and guidance on grading
- Recording forms for the apprenticeship

Additional conditions of use

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- **the Standard Copying Conditions** which can be found at **http://www.cityandguilds.com/142.html**; and
- (where the City & Guilds Assessment Materials are dated examinations), the JCQ Instructions for Conducting Examinations.

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- only use the City & Guilds Assessment Materials in formal, summative end-point assessment leading to the award of an apprenticeship and **not** for **any** other purpose (including, but not restricted to, teaching, revision, as practice assessments or for commercial purposes)
- handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions
  - City & Guilds Assessment Materials must be accessible to apprentices only during formal end-point assessment as governed by the assessment conditions specified for the individual apprenticeship;
  - The portfolio of the apprentice may contain assessment results referenced to the assessment taken but should not contain the City & Guilds Assessment Materials (such as assessment tasks or questions or marked scripts if the tests may be reused (unless otherwise stated));
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2. Standard – Investment Operations Specialist

The following information is taken from documentation published on www.gov.uk websites.

Overview
Investment Operations Specialists work within the operational and administrative areas of businesses in the Financial Services sector that engage in investment management, investment consulting, trading and reporting activities. Millions of investment transactions are conducted within the UK Financial Services sector every day on behalf of institutional and retail clients, ranging from private individuals and small businesses to unit trusts, pension funds, charities, corporations and governments within the UK and overseas. The financial instruments and products are varied and increasingly complex, requiring specialist skill to ensure that they are efficiently processed, registered, reported and valued within the employing organisation, between counterparties and to end clients.

The Role:
This role typically sits within the Operations areas of stock exchanges, stockbrokers, investment managers, banks, financial advice and wealth management firms, and investment consulting and investment administration businesses. A fully competent employee will be capable of performing complex and specialised activities, be fluent in the systems and processes of the organisation, will be aware of the wider risk implications of their role and the business, and they may have training or supervisory responsibilities within their area of expertise. Typical activities that may be carried out by a fully competent employee include, but are not limited to:

- Processing and settlement of derivatives or complex investments
- Calculation and management of initial and ongoing margin for derivatives positions
- Valuation of complex investment portfolios
- Preparation of investment performance reports for clients and investment managers
- Preparation of management reports for internal review
- Selection of investment funds for platforms accessed by retail customers, based on pre-defined criteria
- Resolving complex issues within and across departments

Knowledge	What is required
1.1 Industry and company understanding	Sound understanding of the structure of the Financial Services industry and in particular the role and purpose of markets and the process of investing; the role of the function in which they work; how this role relates to other functions within their department and to the wider business. Deeper knowledge of specific markets and supporting operational protocols as required by the employing organisation.
1.2 Regulation and compliance	Sound understanding of the Financial Services regulatory framework and ethics, and the ability to apply relevant rules and principles to their own role and within their team. Able to identify and communicate risks to the relevant management or compliance personnel within the organisation.
1.3 Products	Sound understanding of the technical, investment and settlement characteristics of the main investment products, instruments, currencies and markets, including derivative instruments and complex

Knowledge	What is required
	products. Understands how an investment instrument or product is typically used within the industry and how it may meet specified client objectives.
1.4 Systems and processes	Proficient in the IT skills, systems and processes required to deliver consistent outcomes. Aware of how these support and fit within the wider business and the sector. Understands the types of risks that may arise through operational activities and how these risks can be mitigated. Can utilise complex processes and multiple systems as required.
1.5 Client Service and Relationships	Communicates effectively and professionally with clients, external counterparties and internal staff. Adheres to internal standards, market protocol and regulatory rules and principles for reporting purposes. Understands the relationships and service requirements between markets, clients and their intermediaries.

Skills	What is required
2.1 Service delivery	Maintains a consistently high standard of service internally, towards clients and with intermediaries. Adheres to well defined timeframes, systems and processes. Consistently attentive to accuracy, detail and timeliness; meets required risk, regulatory and governance requirements. Performs tasks which may be complex, specialised, or non-routine, such as bespoke (OTC) derivative settlement and margin calculations, monitoring and processing these complex transactions through to completion; Preparing management, investment performance or review reports for internal and external clients.
2.2 Communicating and influencing	Adopts high quality written and verbal communication skills as appropriate for communicating with internal and external clients. . Builds positive relationships with clients and colleagues using sound interpersonal and influencing skills. Able to coach/train less experienced colleagues. Able to communicate and negotiate complex situations and issues that may arise.
2.3 Team working and collaboration	Consistently supports colleagues and the wider business, collaborating to achieve results. Aware of their role within team, how their team fits within the business and how the team's decisions impacts on others. Takes a leadership role in the team when appropriate. Operates well under time pressure.
2.4 Ownership and initiative	Takes ownership for delivery in their area of responsibility, both for the core role and for developing and implementing changes. Able to exercise autonomy and judgement within fairly broad parameters. Finds effective ways to resolve issues. Escalates decisions and issues when necessary. Capable of resolving complex issues that may involve other business areas.
2.5 Personal development	Proactively plans and records their own development; seeks constructive feedback and incorporates within development plan; keeps up to date

Skills	What is required
	with changes in all areas of the role; shows commitment to the job and the industry.

Behaviours	What is required
3.1 Honesty and integrity	Truthful, sincere in their actions and does the right thing (even when not the easiest). Handles client information confidentially.
3.2 Adaptability	Willing to accept changing priorities and work patterns when new jobs need to be done, or when requirements change.
3.3 Enthusiasm	Shows drive and energy in their work, when things are going well and when challenges arise.

3. End-point assessment guidance for Independent End-point Assessor

End-point assessments

Apprentices are expected to achieve end-point assessment to conclude their apprenticeship. All end assessments are formal summative assessments that conclude the apprenticeship programme. The 7418-14 apprenticeship is assessed in two ways to provide a clear indication of the apprentice's knowledge, skills and behaviours. These methods of end assessment will be:

- Portfolio of evidence
- Professional discussion

The focus of the end assessment is for the apprentice to fully demonstrate the knowledge, skills and behaviours set out in the apprenticeship standard and to be able to demonstrate this level of professional competence in authentic workplace contexts.

Entry requirements for End-point Assessment

To be eligible for end-point assessment the apprentice will achieve an appropriate qualification/examinations (as considered most relevant by the employer) from **one** of the following Professional Bodies:

• **Chartered Institute of Securities and Investment** - Investment Operations Certificate; Certificate in Investment Management; Investment Advice Diploma; Managing Operational Risk in Financial Institutions

or

• **CFA Institute / CFA UK** - Investment Management Certificate

Apprentices will also have achieved Level 2 Mathematics and Level 2 English qualifications (or relevant equivalent) either during or before their apprenticeship.

Gateway – prior to end-point assessment

The Gateway process is designed to provide an opportunity for the employer/tutor to review progress of the apprentice and confirm that they are eligible for carrying out end-point assessment. The employer/tutor will review the apprentice's achievements to date, ensuring that all entry requirements have been met and that the apprentice is proficient in all areas of the standard.

On completion of the Gateway process, the employer/Training Provider will be required to complete a **Gateway Declaration Form –** Appendix 1. This form will be submitted to City & Guilds when completing an apprentice booking for end assessment.

Introducing the tasks to the Apprentice

The line manager/tutor should introduce each end-point assessment task, making sure that the apprentice understands what is expected of them. It will be beneficial to take them through what is required and the way in which the end-point assessment will be graded.

Apprentices should be able to negotiate deadlines where they have a good reason for the request, but reliability and punctuality are watchwords of employment and centres will refer to their own centre policy when dealing with late submissions where no good reason is provided.

Health and safety / Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Act and the Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds assessments, and it is the responsibility of the tutor/employer to ensure that all relevant health and safety requirements are in place before apprentices begin any practical assessment.

Should an apprentice fail to follow correct health and safety practices and procedures during practical assessment, the assessment **will be stopped** by the Independent End-Point Assessor (IEPA) and the apprentice advised of the reasons why. The apprentice should be informed that they have not reached the standard of assessment required. It is at the discretion of the Independent End Assessor to confirm whether the end assessment can restart.

Authenticating the apprentices work

When making judgements on evidence of unobserved tasks, the IEPA must ensure all decision satisfy VACS – that the evidence is Valid, Authentic, Current and Sufficient. For evidence produced outside controlled conditions the apprentice will be required to:

- sign a declaration that the work is their own
- reference all sources.

For further information on authenticating work, see: **www.ofqual.gov.uk/plagiarism-teachers**

The **Holistic Assessment Front Sheet** – Appendix 2 must be completed and signed by both the tutor/employer and the apprentice.

Types of tasks

Portfolio

A portfolio focuses on the demonstration of achievement and should be constructed to show the best of what an apprentice can do against a set of specified criteria. It is expected that most, if not all, evidence collated for a portfolio would be sourced from after Gateway.

The types of evidence may include written work, small projects, performance review information, workplace observations, case studies, learning journal entries, development plan content, emails, customer comments etc. A portfolio may include some apprentice reflection, typically this would be completed at the end. There are likely to be several types of evidence within a portfolio, designed so that they collectively demonstrate that the apprentice has learned and applied the complete knowledge, skills and behaviours of the Standard.

The apprentice may submit more than one piece of evidence for a specific criteria, they should submit their best evidence to show case what they can do against the criteria. One piece of evidence can be used as for more than one criteria.

Signing off the portfolio - Guidance for line managers/ training providers

When signing off the portfolio the line manager/ training provider is not expected to make any assessment decision on what grade the apprentice has achieved By signing and dating the declaration on the front section of Appendix 2 the line manager/tutor is confirming that they believe the apprentice will meet the minimum criteria in order to be eligible to submit their portfolio for end assessment and grading.

Professional discussion
A professional discussion will explore what has been achieved in the Portfolio, how it has been produced and how well the apprentice has been performing in their role. This assessment will cover the broad range of knowledge, skills and behaviours from the Standard.

Notes on the grading criteria

The Independent End-point Assessor makes a holistic judgement on whether or not the apprentice's tasks for end-point assessment demonstrate that the apprentice has met the minimum criteria or is significantly above the expected level of quality. The grade will be determined using the grading criteria.

Determining the apprenticeship grade

The information provided here shows how the grade for the apprenticeship will be determined. The IEPA will be responsible for completing grading for all tasks, and in communicating these outcomes to City & Guilds for overall grading of the apprenticeship. The overall grade for the apprenticeship will be determined using a holistic approach, where the Independent End-point Assessor decides the apprentice's final grade for the whole apprenticeship based on their performance in both assessments.

Assessment method	Grade scale
Portfolio of evidence	X/P/D
Professional discussion	

Grading takes place at the end of the apprenticeship, following the completion of the professional discussion, the last task in the end-point assessment. There is one grade, tasks are not graded separately.

The overall grade for the apprenticeship will be calculated based on a sum of the apprentices' achievement across the two assessment. A minimum of 80% of the criteria, must be assessed via Portfolio, including a minimum of one learning outcome from each of knowledge, skills and behaviours.

The Investment Operations Specialist Apprenticeship will have two grades of achievement; pass and distinction.

To achieve a **pass**, the apprentice must achieve a minimum of 31 of the criteria from across knowledge, skills and behaviours.

To achieve a **distinction**, the apprentice must achieve the minimum to pass plus a minimum of 8 distinction criteria from the knowledge, skills and behaviours. At **least** one distinction criteria is required from the knowledge, skills and behaviours.

Feedback

The IEPA will not provide any feedback to the apprentice during or immediately following the end assessment process. Feedback (if given) will only be provided to fail apprentices, following submission of evidence to City & Guilds and after any grade determination has been carried out.

Results submission and Certification

The City & Guilds IEPA will submit the apprentice results to City & Guilds. City & Guilds will issue the End Assessment record of achievement confirming the grade achieved and will notify the appropriate body who will issue the Apprenticeship certificate.

Opportunities to resit

Apprentices who fail the end-point assessment will have to resubmit all task due to the holistic nature of the grading. The apprentice may add to or refine their Portfolio of evidence and will be required to attend another professional discussion. An apprentice should not be allowed to repeat until it is evident that they are ready to undertake the tasks.

Recognition of Prior Learning (RPL)

These summative assessments assess apprentice learning, including prior learning. RPL, may not be used as an alternative.

4. End-point Assessment Resources list

Resource required
Suitable venue
Equipment to conduct the professional discussion remotely (where appropriate) - e.g. video conference, phone or Skype
Standard and assessment matrix
Template documents
Internet access (e-portfolio)

End assessment time line

The process of setting up the End-point assessment, will typically begin six months before the completion of the apprenticeship as shown in this table. It is the responsibility of the centre to ensure that the apprentice is ready for each stage of this timescale.

Time line	Activity
Six months before planned completion	Line manager/Tutor: • reviews progress and ensures apprentices' performance is on track as part of the regular performance management system • identifies any gaps and creates a plan for the end assessment with the apprentice • considers whether apprentice's potential evidence for portfolio is appropriate and sufficient to assess the standard (scope and breadth).
Three months before planned completion	Line manager/Tutor and apprentice: • meet to review progress for final assessment • refine plans for all components of the final end assessment • end-point assessment booked with City & Guilds
Two months before planned date for professional discussion	Apprentice submits portfolio for marking. Portfolio is initially reviewed by the apprentice's employer before submission to end assessment. The Portfolio is then reviewed by City & Guilds Independent Assessor in preparation for the professional discussion.
End of apprenticeship	Professional discussion between apprentice and City & Guilds independent Assessor. City & Guilds independent Assessor to determine grade achieved. Grading communicated.

Assessment 704

Assessment specification

Component	Description	Coverage
704	Portfolio/ Professional discussion	Knowledge: 1.1 – 1.5 Skills: 2.1 – 2.5 Behaviours: 3.1 – 3.3

Assessment 704

Instructions for Independent End-point Assessor

Task 1 – Portfolio of evidence

The portfolio will be introduced to the apprentice and on completion signed off by their line manager/tutor. The IEPA will then be responsible for assessing the portfolio in preparation for the professional discussion.

A portfolio of evidence of work will be compiled during the apprenticeship, demonstrating the required knowledge, skills and behaviours. Alongside work-based evidence, it will also include evidence from others, such written work, small projects, performance review information, workplace observations, case studies, learning journal entries, development plan content, emails, customer comments etc. The apprentice must include appropriate evidence to demonstrate the minimum requirements of the standard at the final stage of the programme as a 'portfolio', which attests to professional competence at the level of the Apprenticeship.

Apprentices may submit more than one piece of evidence for a specific criteria, however, they should be submitting the best evidence to show case what they can do against the criteria. One piece of evidence can be used as for more than one criteria.

A minimum of 80% of the learning outcomes must be evidenced in their portfolio.

All evidence must be labelled and referenced to the standard. The Level 4 Investment Operations Specialist Holistic Assessment Front Sheet – Appendix 2 must be used to record the submitted evidence.

Guidance on using certificates from on-programme qualifications for End-point Assessment

Apprentices can present a certificate from the on-programme qualification as part of their portfolio evidence; however on its own this will not cover the requirements for the knowledge elements of the Apprenticeship standard. The apprentice can use learning outcomes obtained in the pursuit of the on-programme qualifications, but will need to articulate in their portfolio or through the professional discussion an example of on-the-job application of the required standard, including knowledge, skills and behaviours.

Signing off the portfolio

The Apprentices line manager will sign off the portfolio, they are not expected to make any assessment decision on what grade has been achieved. By signing and dating the declaration on The Level 4 Investment Operations Specialist Holistic Assessment Front Sheet – Appendix 2 the line manager is confirming that they believe the Apprentice will meet the minimum criteria in order to be eligible to submit their portfolio for end assessment and grading.

Portfolios of work will be uploaded to the City & Guilds EPA portal.

Task 2 – Professional discussion

The professional discussion will take place between the Apprentice and the IEPA. The professional discussion will allow the IEPA to explore particular areas, to analyse the full range of evidence, and

to confirm performance against the standard. For example, questions could give the opportunity to confirm that the Apprentice understands the risks of not following correct processes and adhering to the organisation's standards. The discussion will have a common overall structure, and the questions will focus mainly on those areas of the standard where the IEPA is seeking reassurance on some of the evidence of competence.

The professional discussion will be carried out remotely and recorded where possible.

Prior to the professional discussion

Prior to the day of the professional discussion taking place the IEPA will:

- judge evidence in the portfolio against the specified criteria. Judgements should be made on the extent to which evidence meets criteria and should not, be influenced by factors outside of those specified. Unless explicitly referenced in either the criteria or marking or grading requirements, particular care should be taken to avoid the inflation of marks based on the presentation of the portfolio.
- prepare questions or consider areas to discuss, to cover anything that is not clear or where clarification is needed. Please see Appendix 3 IEPA Preparation Form.

The purpose of the professional discussion

The purpose of the professional discussion is to allow the IEPA to:

- explore evidence for areas within the standard that are best done face to face, these may include; the softer skills such as communication
- clarify any questions about the evidence submitted in the portfolio, such as application of the knowledge in the role.
- discuss how the apprentice has progressed in their role, what they have done and their approach to work
- provide the basis to support the decision about the grade to be awarded

Time allowance

The professional discussion will typically last between 30 minutes and one hour. In addition, it is anticipated that one hour and 30 minutes preparation time for each apprentice (1 hr reading the portfolio and 30 minutes preparing the questions) will be required. Therefore, a typical total time of 3 hours will be required per apprentice.

Assessment environment

It is expected that most professional discussions will take place remotely. However, if face to face the IEPAs must ensure that they take place in comfortable, quiet surroundings which are free from distractions and interruptions. For any professional discussions taking place remotely (eg using video conference, phone or Skype) both the IEPA and Employer/ Training Provider must ensure the apprentices are in suitable surroundings.

Disruption to the professional discussion may invalidate the process and may lead to complaints and appeals. Care should consequently be taken to make sure that signposting and other arrangements are in place to maintain a suitable environment for the assessment

Sufficient time must be allowed between assessments to enable the IEPA time to remind themselves of the apprentices work and areas of investigation before the professional discussion process begins.

The structure of the professional discussion

The structure of the discussion should follow:

- Introductions
- Discussion based on review of Portfolio (Independent End Assessor Review Form)
- Opportunity for apprentice to ask questions/ add anything that did not come out of the discussion
- Conclusion

Introducing the professional discussion

It is important that the IEPA ensures that actions are taken to help put the apprentice at ease at the beginning of the discussion and before collection of evidence begins. This is to enable an accurate assessment of the apprentice's knowledge, skills and behaviour by minimising the extent to which their performance may be hindered by nerves/ anxiety.

The IEPA should:

1. Introduce themselves and explain their role in the process
2. Give the Apprentice the opportunity to introduce themselves eg name, job role and brief overview of organisation
3. Summarise the purpose of the discussion
4. Emphasise that the confidentiality of their assessment will be maintained
5. Ask the apprentice if they have any questions before beginning the assessment

Appendix 4, IEPA Review Form can be used during the professional discussion to help record the questions being asked, the responses from the Apprentice and the area of the standard being covered.

Recording and Feedback

The Recording Form – Appendix 5 should be completed for each Apprentice. The IEPA should record any comments that summarise their assessment decision and record the final grade – fail, pass or distinction. No verbal feedback should be given to the apprentice on the day. The IEPA should complete the Feedback Sheet – Appendix 6 for each apprentice, showing the key information on why the given grade was selected. This will also serve as an action plan for apprentices who are unsuccessful and need to do further work before taking the task again. All completed Recording and Feedback Forms must be sent to City & Guilds at **EPA@cityandguilds.com**.

5. Appendices

The following documents are included in this section:

- Appendix 1: Gateway Declaration Form – this will be completed by the Apprentice/ Employer/ Training Provider
- Appendix 2: Level 4 Investment Operations Specialist Holistic Assessment – Front Sheet
- Appendix 3: IEPA Preparation Form
- Appendix 4: IEPA Review Form
- Appendix 5: End-point Assessment Recording Form
- Appendix 6: Apprentice Feedback Form

Appendix 1

Gateway Declaration Form

Completion of this Gateway Declaration Form confirms that the employer/training provider is satisfied the apprentice has fulfilled all requirements to request their consideration for end point assessment by City & Guilds.

Apprenticeship Standard	Title	**Start date**	DD/MM/YY
Apprentice name	Apprentice name	Enrolment number	1234567

Entry Requirement	**Achieved (Yes/No)**
• **Chartered Institute of Securities and Investment** - Investment Operations Certificate; Certificate in Investment Management; Investment Advice Diploma; Managing Operational Risk in Financial Institutions **or** • **CFA Institute / CFA UK** - Investment Management Certificate	
Level 2 qualification (or equivalent) in Maths and English	

City & Guilds could sample evidence of any of the above at any point either before or after the end point assessment. It is the Lead provider's responsibility to retain auditable evidence. Any non-disclosure of information requested could subsequently result in the end point assessment record of achievement or externally issued Apprenticeship certificate being withdrawn.

Any previous End-Point Assessments	
Has the Apprentice previously taken any assessments that form part of the EPA for this Apprenticeship Standard with any other Assessment Organisation?	Yes/No
If yes	
What Assessment Organisation was the End-Point Assessment carried out by?	
What date(s) was the End-Point Assessment taken?	
What grade(s) (eg fail/pass/merit/distinction) was issued?	

Employer/training provider declaration:

I confirm that the apprentice has achieved all end point assessment entry requirements as listed above and obtained the required teaching, workplace training and experience covering the full apprenticeship standard to be eligible for end-point assessment. A Gateway process has been carried out to confirm the following

1. The apprentice has been employed throughout the duration of his/her apprenticeship.

2. The ILP and commitment statement has been signed by the apprentice, the employer and the Training Provider, and all three parties have retained a signed and dated version.

3. The apprentice has been given appropriate time to attend the on and off-the-job training required for the apprenticeship standard.

4. The apprentice has completed a minimum of 12 months of on-programme learning and all pre-requirements for eligibility for end point assessment.

Employer	Name & Signature	**Date**	DD/MM/YY
Training Provider (if appropriate)	Name & Signature	**Date**	DD/MM/YY

Apprentice declaration:

I confirm that I have undergone a Gateway process to confirm that I am eligible for end point assessment.

Apprentice	Name & Signature	**Date**	DD/MM/YY

Appendix 2

Level 4 Investment Operations Specialist Holistic Assessment – Front Sheet

The Holistic Assessment – Front Sheet must be completed as appropriate and submitted to City & Guilds with the Apprentice's evidence for End-point Assessment.

Apprentice name	Apprentice Name	**Enrolment number**	1234567

Apprentice declaration:

I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.

Apprentice	Signature	**Date**	DD/MM/YY

Line manager declaration:

I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice's work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice

Line manager	Signature	**Date**	DD/MM/YY

Training Provider declaration:

I confirm that the evidenced presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.

Training Provider	Name & Signature	**Assessment Date**	DD/MM/YY

Grading Criteria						
	Pass	**Distinction**	**Evidence type**	**Evidence reference**	**Evidence provided in**	**Grade**
Standard reference			**Centre /Training Provider only**	**Centre /Training Provider only**	**IEPA only**	**IEPA only**
Knowledge **1.1 Industry and Business Awareness** Sound understanding of the structure of the Financial Services industry and in particular the role and purpose of markets and the process of investing; the role of the function in which they work; how this role relates to other functions within their department and to the wider business. Deeper knowledge of specific markets and supporting operational protocols as required by the employing organisation						
1.1.1	Demonstrates a sound understanding of the structure of the industry, and in particular the role and purpose of markets and the process of investing.	Is aware of developments and changes that impact in the financial services industry.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
1.1.2	Demonstrates a sound understanding of the role of the function in which they work, and how this role relates to other functions within their department and to the wider business.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
1.1.3	Has deep knowledge of specific markets and supporting operational protocols as required by the employing organisation	Has some knowledge of protocols beyond the employing organisation within financial services			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
1.2 Regulatory & compliance Sound understanding of the Financial Services regulatory framework and ethics, and the ability to apply relevant rules and principles to their own role and within their team. Able to identify and communicate risks to the relevant management or compliance personnel within the organisation.						
1.2	Demonstrates a sound understanding of the Financial Services	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass

.1	regulatory framework and ethics.					
1.2.2	Applies knowledge of relevant rules and principles to their own role and within their team.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
1.2.3	Identifies and communicates perceived compliance risks to the relevant management or compliance personnel within the organisation.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
1.3 Products Sound understanding of the technical, investment and settlement characteristics of the main investment products, instruments, currencies and markets, including derivative instruments and complex products. Understands how an investment instrument or product is typically used within the industry and how it may meet specified client objectives.						
1.3.1	Demonstrates a sound understanding of the technical, investment and settlement characteristics of the main investment products, instruments, currencies and markets, derivative instruments and complex products.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
1.3.2	Understands how an investment instrument or product is typically used within the industry and how it may meet specified client objectives.	Understands a range of financial products outside of own role and department.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
1.4 Systems and processes Proficient in the IT skills, systems and processes required to deliver consistent outcomes. Aware of how these support and fit within the wider business and the sector. Understands the types of risks that may arise through						

operational activities and how these risks can be mitigated. Can utilise complex processes and multiple systems as required.						
1.4.1	Understands all required IT, regulatory and market systems and processes, and how they support the wider business.	Is an expert to the point of being able to train new staff on required systems and processes			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
1.4.2	Understands how various operational risks can arise, and how these risks can be mitigated.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
1.4.3	Able to use complex processes and multiple systems, as and when required.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
1.5 Client Service and Relationships Communicates effectively and professionally with clients, external counterparties and internal staff. Adheres to internal standards, market protocol and regulatory rules and principles for reporting purposes. Understands the relationships and service requirements between markets, clients and their intermediaries.						
1.5.1	Able to apply effective and professional communication skills with clients, external counterparties and internal staff.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
1.5.2	Understands who their internal and external clients are, and how to meet their requirements.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
1.5.3	Adheres to internal standards, market protocol, regulatory rules and principles.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
1.5.4	Understands the relationships and service requirements between markets, clients and their intermediaries.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass

Skills **2.1 Service delivery** Maintains a consistently high standard of service internally, towards clients and with intermediaries. Adheres to well defined timeframes, systems and processes. Consistently attentive to accuracy, detail and timeliness; meets required risk, regulatory and governance requirements. Performs tasks which may be complex, specialised, or non-routine, such as bespoke (OTC) derivative settlement and margin calculations, monitoring and processing these complex transactions through to completion; Preparing management, investment performance or review reports for internal and external clients.						
2.1.1	Maintains a high standard of service internally, towards clients and with intermediaries; adheres to well defined timeframes, systems and processes.	Proactivity develops their own skills in the delivery of their work e.g. taking on additional tasks, suggesting improvements to processes etc.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
2.1.2	Maintains excellent standards of accuracy, detail and timeliness and meets all risk, regulatory and governance requirements.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
2.1.3	Capable of performing specialised tasks which may be complex and/ or non-routine, according to the specific needs of the business.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
2.1.4	Demonstrates proficiency in all required IT skills, systems and processes, together with awareness of how these systems are supported, and how they fit within the wider business and the sector.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
2.	Able to perform all aspects of the role	No distinction differentiator.			☐ Portfolio	☐ Fail ☐ Pass

1.5	well, especially under time pressure.				☐ Professional discussion	☐ Distinction
2.2 Communicating and influencing Adopts high quality written and verbal communication skills as appropriate for communicating with internal and external clients. . Builds positive relationships with clients and colleagues using sound interpersonal and influencing skills. Able to coach/train less experienced colleagues. Able to communicate and negotiate complex situations and issues that may arise						
2.2.1	Adopts high quality written and verbal communication skills, and builds positive relationships with clients and colleagues using sound interpersonal and influencing skills.	No distinction differentiator			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
2.2.2	Able to coach and/or train less experienced colleagues.	No distinction differentiator			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
2.2.3	Ensures that any complex situations and issues are communicated and negotiated effectively.	Shows initiative when faced with challenging situations			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
2.3 Team working and collaboration Consistently supports colleagues and the wider business, collaborating to achieve results. Aware of their role within team, how their team fits within the business and how the team's decisions impacts on others. Takes a leadership role in the team when appropriate. Operates well under time pressure.						
2.3.1	Applies their awareness of individual, team and business dynamics to foster a supportive and collaborative environment, taking a leadership role in the team when appropriate.	Suggests and implements improvements in team and understands the measurable return/efficiency they have generated.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
2.3.2	Reliable in managing self and other team members when under time pressure.	No distinction differentiator			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass

2.4 Ownership and Initiative Takes ownership for delivery in their area of responsibility, both for the core role and for developing and implementing changes. Able to exercise autonomy and judgement within fairly broad parameters. Finds effective ways to resolve issues. Escalates decisions and issues when necessary. Capable of resolving complex issues that may involve other business areas.						
2.4.1	Owns responsibility for delivery outcomes within their area, both for the core role and for developing and implementing changes.	Takes on additional responsibility and tasks outside of own role.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
2.4.2	Exercises autonomy and good judgement within fairly broad parameters. Escalates decisions and issues when necessary.				☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
2.4.3	Resolves issues effectively, including complex issues that may involve other business areas.	No distinction differentiator			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
2.5 Personal development Proactively plans and records their own development; seeks constructive feedback and incorporates within development plan Keeps up to date with changes in all areas of the role; shows commitment to the job and the industry						
2.5.1	Develops their capability in the role, seeking and applying constructive feedback and incorporating it within their development plan.	Shows a willingness to develop skills and knowledge beyond their normal job role e.g. attending CPD events, online courses, internal training.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
2.5.2	Takes responsibility for their own career development.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
Behaviours **3.1 Honesty and Integrity** Truthful, sincere in their actions and does the right thing (even when not the easiest). Handles client information confidentially.						

3.1.1	Demonstrates integrity and ethical behaviour in the way they do their job.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
3.1.2	Handles sensitive information according to internal standards of confidentiality and data protection.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass
3.2 Adaptability Willing to accept changing priorities and work patterns when new jobs need to be done, or when requirements change.						
3.2.1	Capable and willing to plan, adapt and reprioritise their workload and/ or that of their team, in accordance with the changing needs of the business. Helps others to become more adaptable.	Proactively accepts changing priorities and work patterns when new jobs need to be done or requirements change. Has an established and evidenced track record of being able to adapt and help others to do so.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
3.3 Enthusiasm Shows drive and energy in their work, when things are going well and when challenges arise						
3.3.1	Display drive, energy and positivity.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction
3.3.2	Deals calmly and objectively with challenges when they occur.	No distinction differentiator.			☐ Portfolio ☐ Professional discussion	☐ Fail ☐ Pass ☐ Distinction

Overall grading - IEPA only

Apprentices achieving a **pass** overall must have:	**Tick if achieved**
• evidence of work completed which demonstrates the learner's competence against the standard	☐
• evidenced a **minimum of 80%** (28 out of 35 of the assessment criteria through the portfolio, including a minimum of 1 assessment criteria per competency	☐
• achieved at least a pass criteria for 31 of the criteria from the knowledge, skills and behaviours competencies using both methods of assessment	☐
• sourced **most** of the evidence from the **final three months** of the programme (i.e., after the Gateway)	☐
• demonstrated competence holistically across the knowledge, skills and behaviours (synoptic assessment)	☐
• demonstrated 'consistent' performance for skills, knowledge and behaviours	☐
• provided evidence which is valid, authentic, reliable, current and sufficient.	☐
Apprentices achieving a **distinction** overall must have:	
• achieved everything at pass grade and a minimum of 8 distinction assessment criteria from across knowledge, skills and behaviours.	☐
Overall grade (IEA only)	☐ Fail ☐ Pass ☐ Distinction

Appendix 3

IEPA Preparation Form

This form is to record any areas for further exploration; questions to be asked; themes to be explored in further depth identified when reviewing other evidence/assessments in advance of the reflective discussion

Apprentice	Name	**Enrolment number**	DD/MM/YY
IEPA	Name & Signature	**Assessment Date**	DD/MM/YY

Standard reference	Themes to explore	Questions to ask

Appendix 4

IEPA Review Form – Reflective discussion

Apprenticeship Standard	Title	Apprentice name	Apprentice name	Enrolment number	1234567
Name	IEPA	Date	DD/MM/YY	Assessment date	DD/MM/YY

Standard reference	Question	Response

I confirm that the evidence presented here is an accurate account of the assessment that took place.

IEPA	Signature

Appendix 5

End-point Assessment Recording Form

For each of the End-point Assessment tasks, please record any comments that summarise your assessment decision in the table below. Appendix 6 will be used to provide any feedback to be given to Apprentices who have failed to complete any assessment task.

Centre name		**Centre number**	
Apprentice name		**Enrolment number**	

Task	Comments
Portfolio	
Reflective discussion	
Overall grade	☐ **Pass** ☐ **Distinction** ☐ **Fail**

I confirm that the apprentice has achieved all the requirements of this end point assessment and that all assessments were conducted under the specified conditions and context, and are valid, authentic, reliable, current and sufficient.

End Assessor	Name & Signature	**Date**	DD/MM/YY

Appendix 6

Apprentice Feedback Form

Apprentice	Name	**Enrolment number**	
Independent End-Point Assessor	Name	**Date of end-point assessment**	DD/MM/YY

Task / AO	Feedback

Helpful contacts

Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	**E: centresupport@cityandguilds.com**
Learners General qualification information	**E: learnersupport@cityandguilds.com**
End point assessment enquiries	**E: EPA@cityandguilds.com**
Other contacts For other contacts visit the Contact Us page of our website	**W: www.cityandguilds.com/help/contact-us**

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