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| **Insurance Practitioner FAQs** |
| These FAQs are for Independent End-point Assessors for the Level 3 Insurance Practitioner Apprenticeship Standard.   1. Is voice recorded evidence acceptable as a method of presenting evidence in the portfolio? 2. What does synoptic mean? 3. If it is unclear whether some of the evidence fully covers the assessment criteria it has been mapped to, can I speak to the apprentice to clarify this? 4. [If a piece of evidence does not cover an assessment criteria that it has been mapped to, should I look at the other evidence in the portfolio to try to find a match?](#Heading4) 5. [If the apprentice states something that is incorrect in a piece of evidence, does this mean that they automatically fail the EPA?](#Heading5) 6. What documentation should be uploaded to the EPA portal where an apprentice fails an EPA? 7. Is it acceptable for an apprentice to provide one example of meeting each of the assessment criteria? 8. Should all product evidence be signed by the apprentice, the employer and the training provider? 9. [What types of signatures are acceptable when authenticating evidence?](#Heading9) 10. [If the apprentice fails one component of the EPA do they have to re-take both assessment methods?](#Heading10) |

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| 1. **Is voice recorded evidence acceptable as a method of presenting evidence in the portfolio?**   Yes. Voice recorded evidence is acceptable. This must be capable of being authenticated to the apprentice. If not accompanied by hard copy product evidence, it must be clear from the recording that the training provider has seen the product evidence being discussed. |

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| 1. **What does synoptic mean?**   This means that the evidence should be presented so that it demonstrates the apprentice’s competence in an integrated manner across the knowledge, skills and behaviours, rather than evidencing knowledge, skills and behaviours separately. |

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| 1. **If it is unclear whether some of the evidence fully covers the assessment criteria it has been mapped to, can I speak to the apprentice to clarify this?**     No, the assessment methodology for this standard does not allow this. The Portfolio is put together by the apprentice, with guidance from the training provider/employer. This is supplemented by a Reflective Discussion with the apprentice, which is conducted by the training provider. There is no opportunity for the IEPA to speak directly to the apprentice. |

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| 1. [**If a piece of evidence does not cover an assessment criteria that it has been mapped to, should I look at the other evidence in the portfolio to try to find a match?**](#Heading4)   No, you should assess the evidence as mapped on the Holistic Assessment Front Sheet. It is not your role as an IEPA to re-map the evidence for the apprentice/training provider. |

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| 1. [**If the apprentice states something that is incorrect in a piece of evidence, does this mean that they automatically fail the EPA?**](#Heading5)   No, not necessarily. If what was stated was not relevant to the standard, this should not be taken into account in your assessment. If, however, the learner has stated something incorrectly in relation to evidencing a specific assessment criteria, they will fail the EPA, as all assessment criteria must be evidenced by the Portfolio and Reflective Discussion collectively. |

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| 1. **What documentation should be uploaded to the EPA portal where an apprentice fails an EPA?**   Where an apprentice fails an EPA, the only document that should be uploaded to the EPA portal is the End-point Assessment Feedback Form. You must still complete the End-point Assessment Front Sheet. However, this should be e-mailed to your LIEPA, together with any rough notes, rather than being uploaded to the EPA portal. |

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| 1. **Is it acceptable for an apprentice to provide one example of meeting each of the assessment criteria?**   No, the pass assessment criteria are prefaced by ‘The learner consistently ...’. VACS requirements must also be met. The IEPA should look for evidence that's not just a one off. The only exception is where an assessment criteria covers something which happens infrequently and it would, therefore, be unfair to expect the apprentice to provide more than one example. |

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| 1. **Should all product evidence be signed by the apprentice, the employer and the training provider?**   In an ideal world this is what we would be looking for. However, the IEPA needs to use their judgement as to whether this is essential to authenticate and validate the evidence. If this can be done in other ways eg if there is robust product evidence accompanying a reflective statement - the absence of signatures is not an issue. |

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| 1. [**What types of signatures are acceptable when authenticating evidence?**](#Heading9)   Only hand-written and digital signatures are acceptable. Where the apprentice/training provider/employer has simply typed their name at the end of a document, this does not constitute a signature. |

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| **10. If the apprentice fails one component of the EPA do they have to retake both assessment methods?**  Yes. As the grading is based on the collective assessment of the Portfolio and the Reflective Discussion, the apprentice has to retake both assessment methods. In practice much of the evidence may be the same, but supplemented by a new Reflective Discussion and Portfolio of evidence. |