

Property Maintenance Operative



IEPA Refresher Training

Thursday 30th November 2017



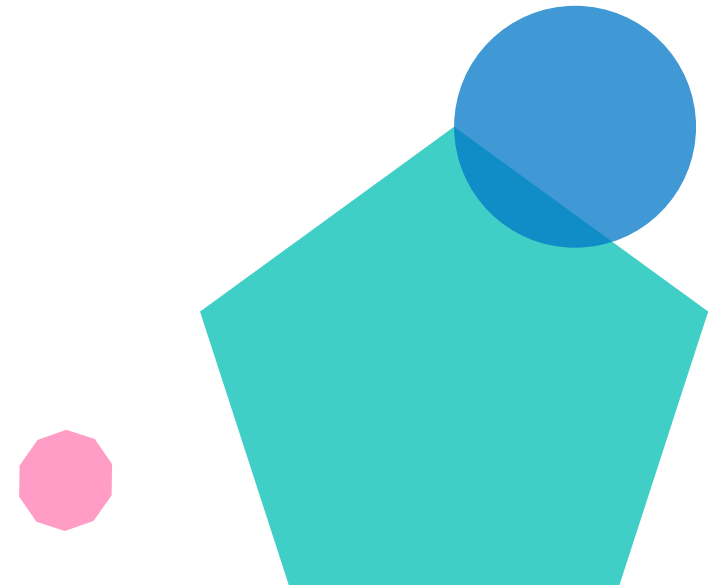
What we will cover during this session:

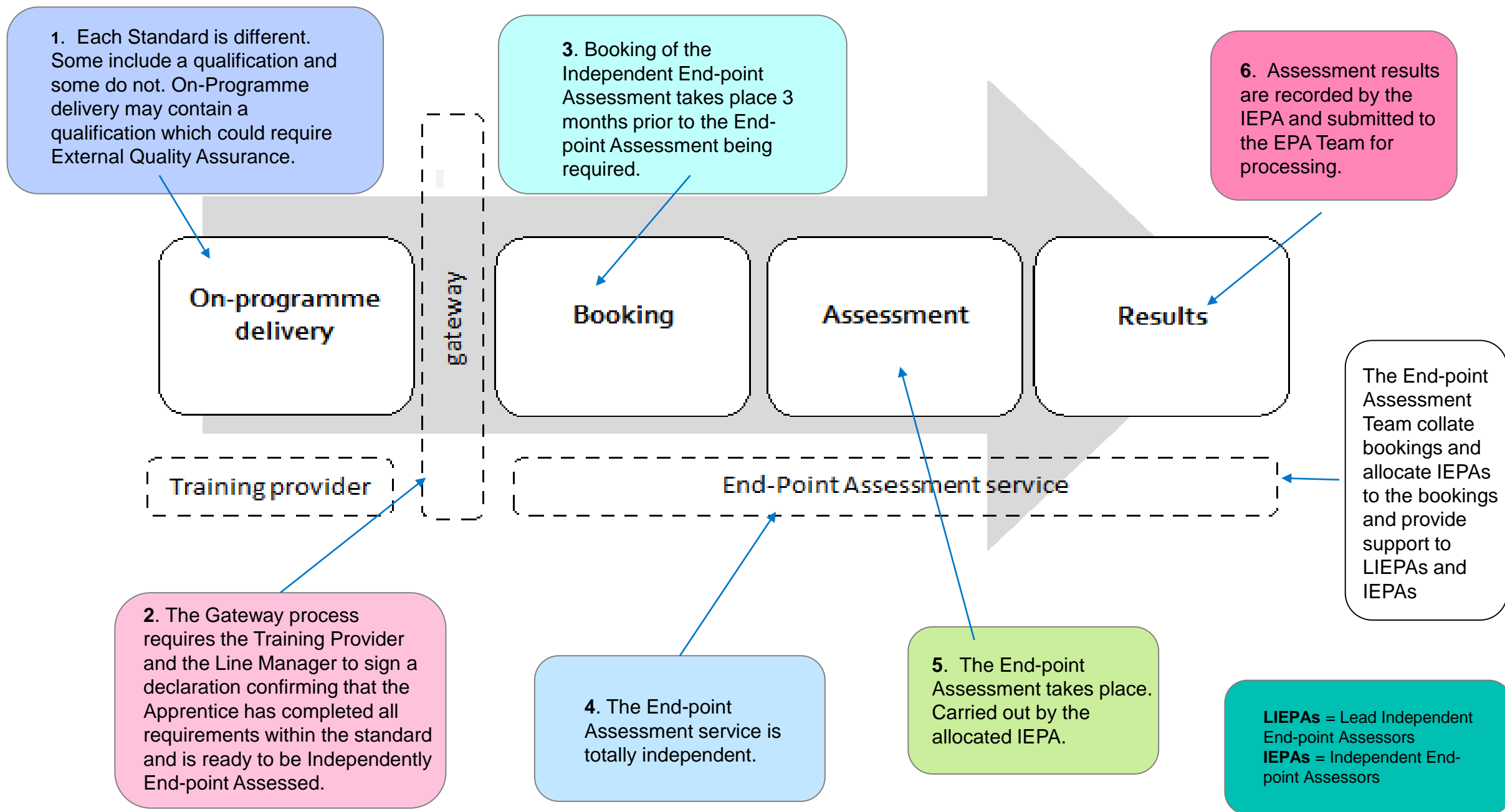
Generic IEPA update from Associate Manager to include:

- Amendments to processes
- New documentation and website
- The EPA portal and Kalo

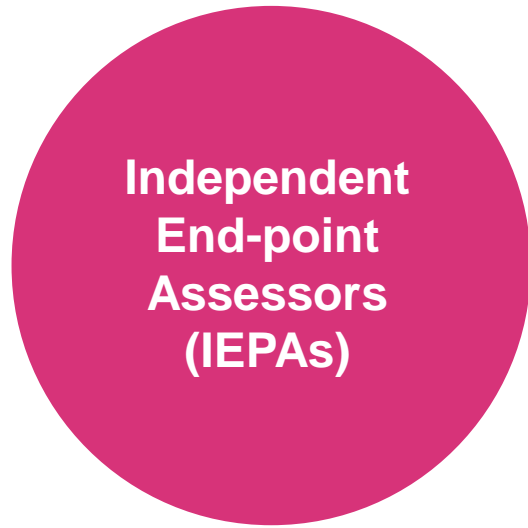
Technical update from LIEPA to include:

- Overview of the End-point Assessment
- Expectations
- How to carry out the EPA and record the outcome
- LIEPA Support & Sampling
- Questions

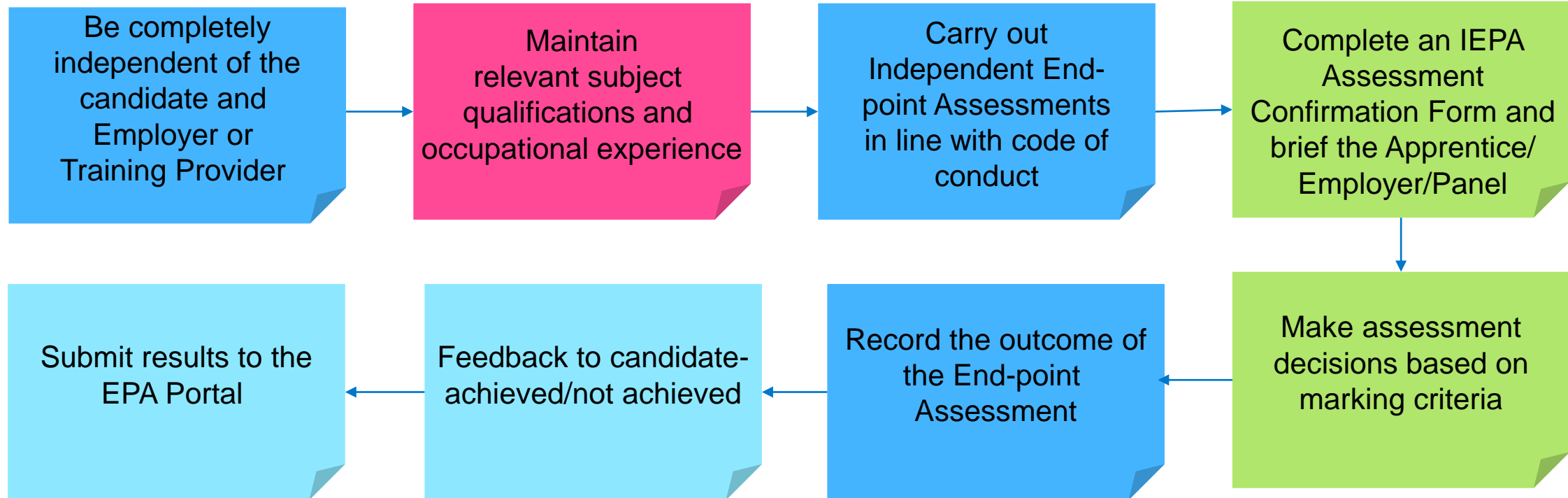




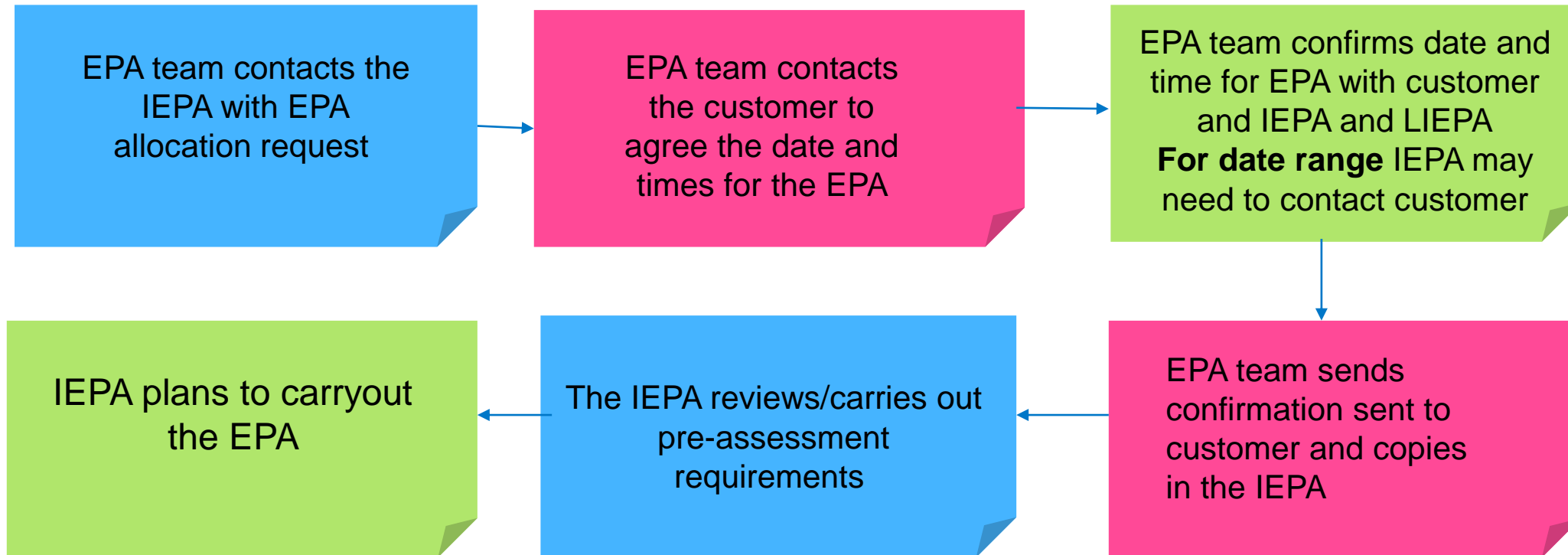
Responsibilities in the EPA Service



The role of the Independent End-point Assessor (IEPA)

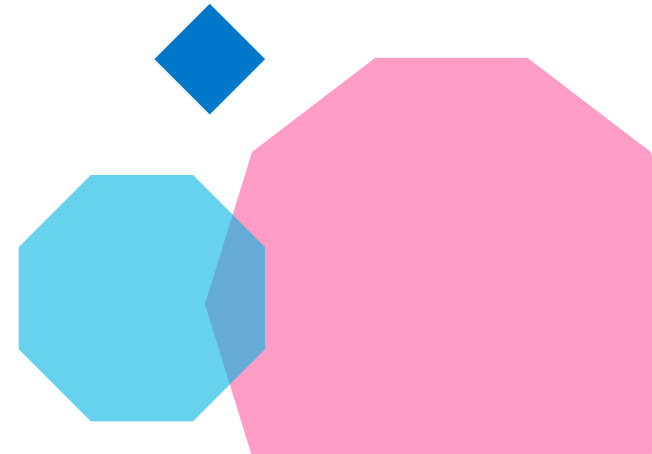


Planning for Independent End-point Assessment



Kalo

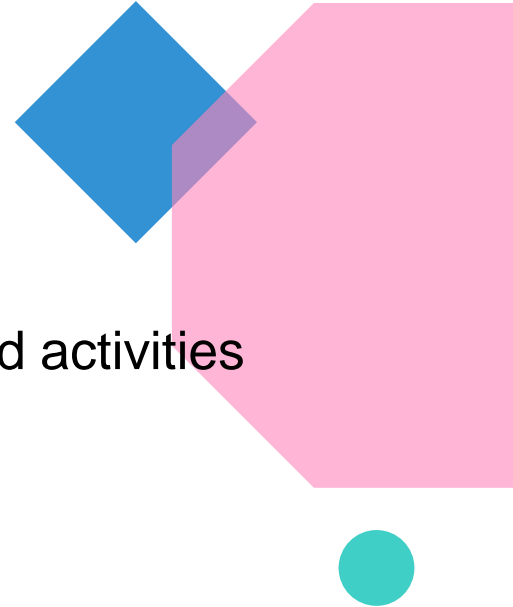
- IEPAs must update the Kalo portal to highlight their availability. This ensures that the EPA team can effectively allocate IEPAs to centres requiring assessments.
- Availability and any changes must be kept up to date to ensure an effective EPA service to centres.



Pre-Assessment Activities

Points to consider when planning for EPA:

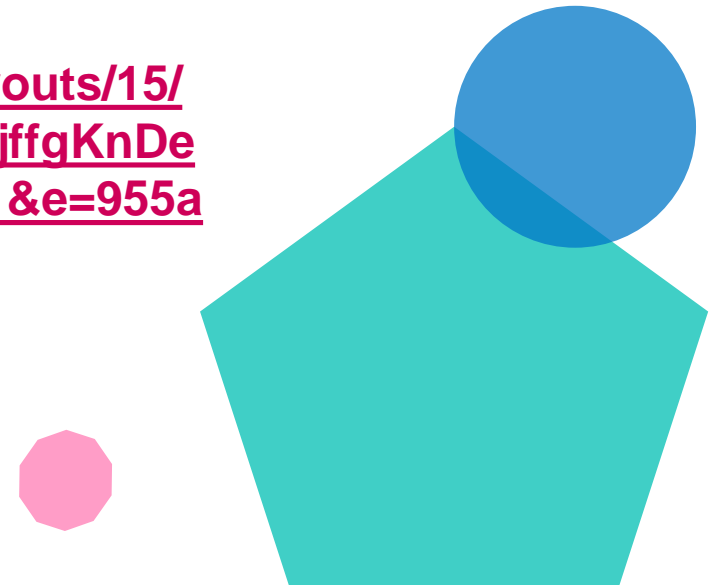
1. The IEPA needs to identify and carry out any pre-assessment requirements and activities required prior to the day
2. Consider the timings for the day – consult the EPA Booking Confirmation form.
3. Plan who the IEPA will meet with on the day – including timings (where the EPA includes a visit)
4. Prepare paperwork for the day such as interview questions, recording forms, grading forms, feedback forms, assessment confirmation form etc.
All are subject to the assessment plan as some EPAs will be completed remotely



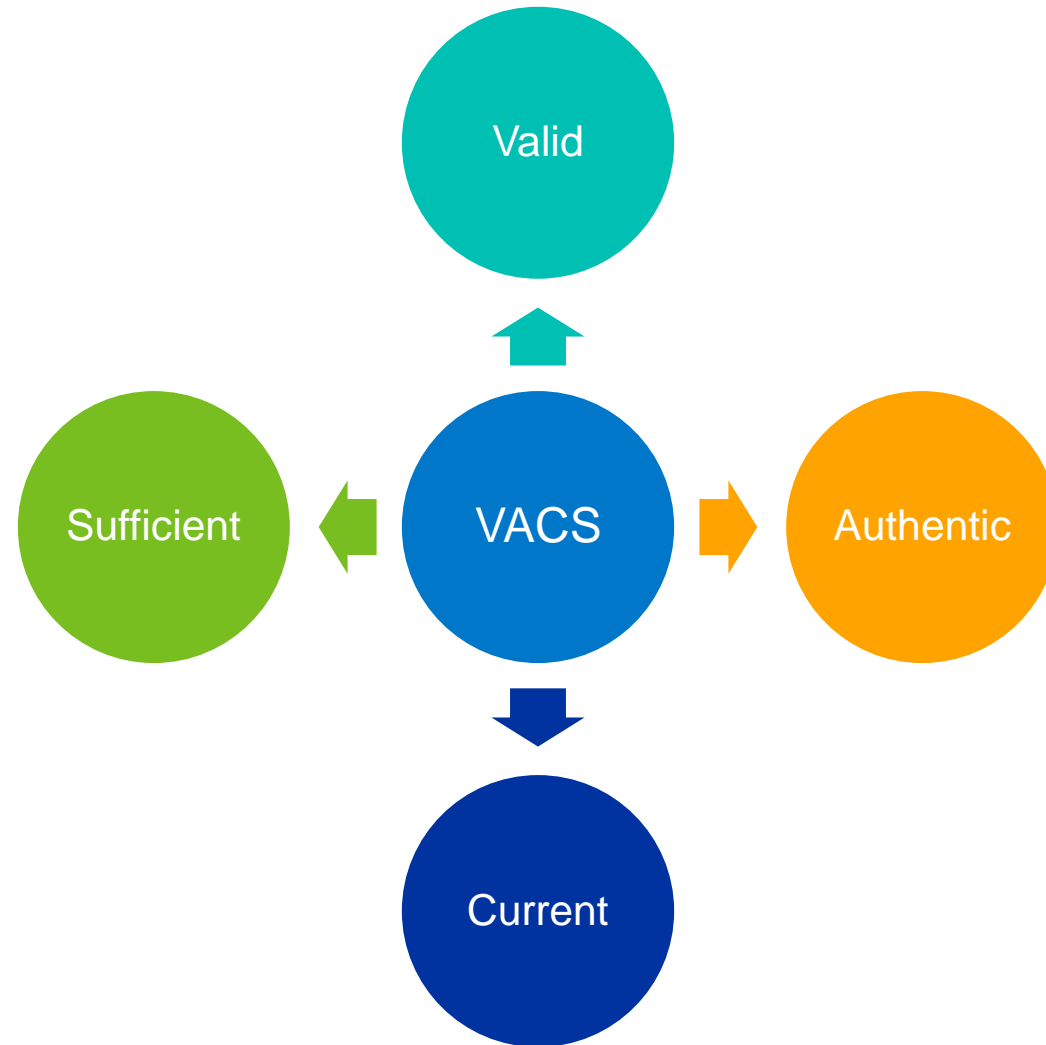
IEPA Assessment Confirmation Form

- The employer is responsible for the Health & Safety checks at the booking stage.
- IEPAs must complete an initial check (tick box) of the surroundings to be used for the EPA.
- IEPAs must flag any concerns immediately to the EPA Team. It will be the EPA teams decision regarding whether or not the EPA goes ahead.

https://cityandguilds.sharepoint.com/sites/cgkineoqualsaccreditation/_layouts/15/questaccess.aspx?questaccesstoken=a5WK1ooEhoeANheP4uQJgBPMBjffgKnDemp3OyuBbJQ%3D&docid=2_1261a393a21f44756886c97bf1913f286&rev=1&e=955a68c04dd543ad8032102fa5e2988c



Authenticating the Apprentice's work



Remote Assessments

- City & Guilds will specify the remote technology to be used
- The employer/training provider must check that this is compatible
- The apprentice must be in the workplace or the premises of the training provider when the assessment takes place
- The employer or training provider is responsible for ensuring that the apprentice brings photographic proof of their identity
- The End-point Assessor will act as the supervisor during the assessment itself
- The employer or training provider must ensure that the member of staff carrying out on site checks is suitably briefed and impartial

Recording Assessment Outcomes

- It is important that all IEPAs take **detailed notes** whilst carrying out the End-point Assessments.
- **All notes must be retained on the EPA portal** for future reference for compiling the feedback for each assessment and also in case of an appeal.
- Independent End-point Assessors **must use City & Guilds recording forms** to capture assessment outcomes and corresponding justifications for decisions.
- Physical or digital evidence relating to assessments **must be stored securely** by the assessor prior to submission.
- All evidence whether it is was produced in preparation for the oral assessment, during individual assessment or after **must be made available to City & Guilds**.

Recording Grading Outcomes

Following the completion of the assessment the IEPA will:

- Complete all marking grids and grading forms where applicable to the standard
- Complete EPA Recording Form(s)
- Complete Apprentice Feedback Form, where the apprentice has failed
- IEPA/EPA team to aggregate grades
- Send grades to EPA Team
- Upload the data to the EPA portal – shred/delete all documents relating to the EPA once successful upload to the EPA portal has taken place.

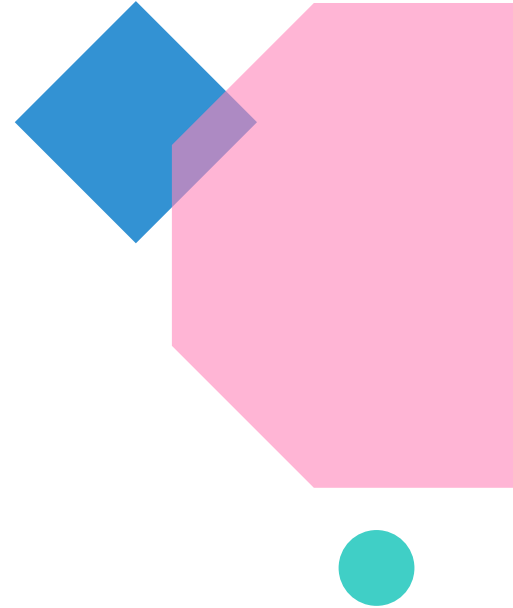
Resits

Some occupations have specified rules around resitting assessments for example there may be a restriction the number of resit attempts.

Where this is applicable the details around this will be captured in the City & Guilds occupation specific End-point Assessment pack.

Providing feedback following the assessment

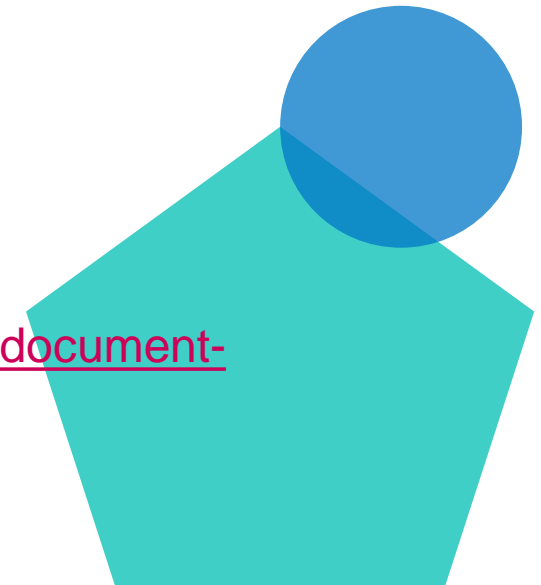
- The IEPA only states whether the apprentice has **achieved or not achieved** that particular element of the End-point Assessment.
- Where the apprentice has **not achieved** written feedback will be provided
- Where the apprentice has achieved they won't receive any further feedback
- The IEPA must document feedback and send to the EPA team **within 5 working days**
- The EPA team will send feedback to customer



Appeals

- Where apprentices are unsatisfied with the result of an Independent End-point Assessment they can appeal the assessment decision. It looks at errors in marking, it does not involve special consideration
- Apprentices can appeal the outcome of each assessment component with their organisation, if they receive a grade for that component
- This must be arranged through the organisation that entered the apprentice, who must submit the appeal following the guidance on the City & Guilds website
- **If an appeal is upheld then the customer will not be charged**

<https://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/appeals>



The EPA Portal

<https://system.learningassistant.com/CGAPPIEPA>

Using the EPA portal when an apprentice has not achieved

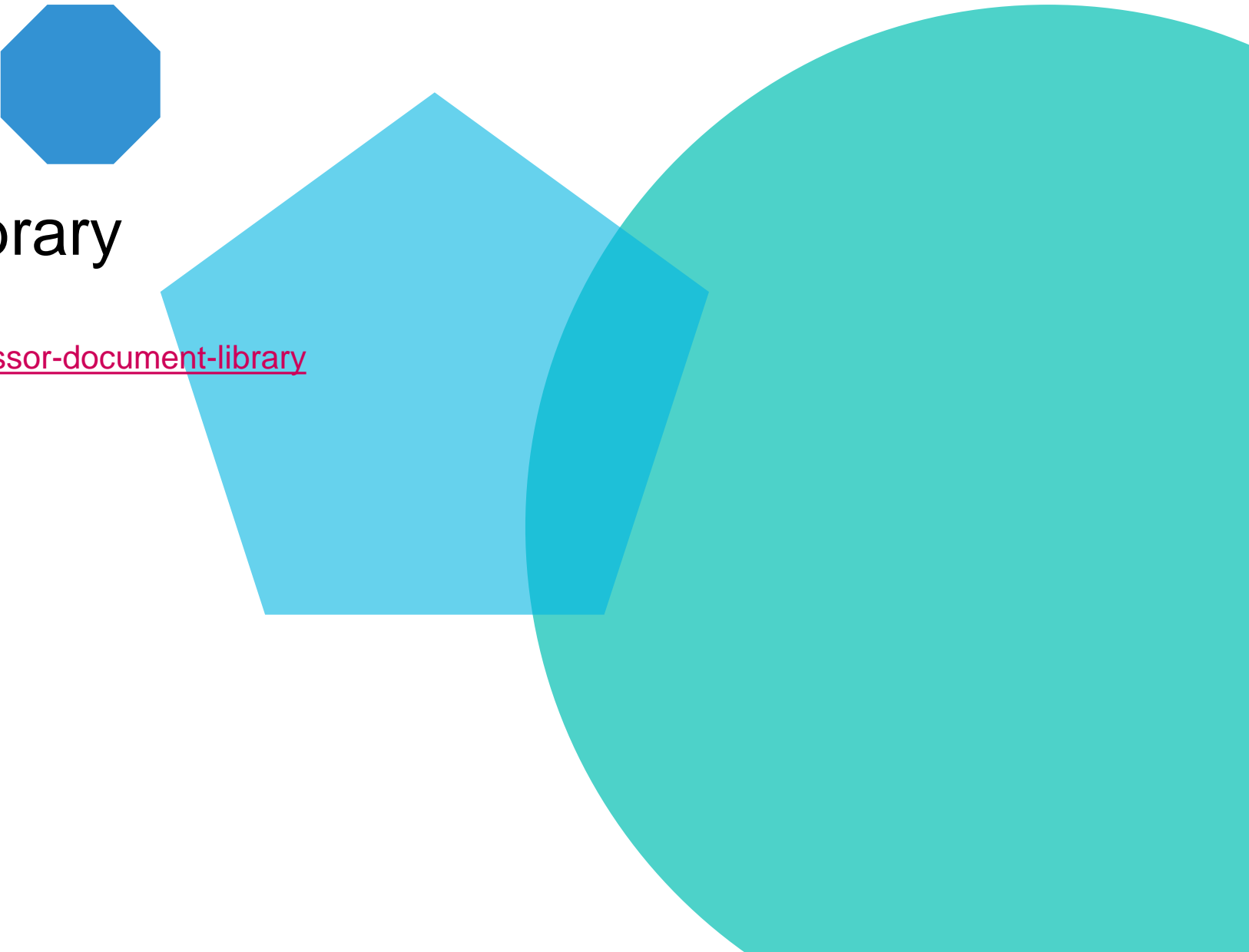
If an apprentice fails then the evidence is returned to the Training Provider to allow additional evidence to be uploaded to the portal.

The Training Provider/Employer/Apprentice can then view all of the documents/comments uploaded to the portal.

The IEPA be mindful of this and that comments are professional and suitable for the target audience for example:

- Feedback must be impartial and non-judgmental
- No references to poor assessment practice
- Do not indicate that there could be an issue with the submission from the Training Provider

Feedback is not developmental, IEPA is clearly outlining where Assessment Criteria have not been met.



Independent End-point Assessor Document Library

<http://cgcom/lead-independent-End-point-assessor-document-library>

Guides
Policies
CPD
Conflict of Interest

Continuous Professional Development (CPD)

- CPD forms are available on the website for all LIEPAs and IEPAs.
- All CPD for IEPAs will be checked initially upon contracting and then reviewed annually. IEPAs must submit their CPD log upon request.
- LIEPAs will review and approve their allocated IEPAs CPD logs.



Conflict of Interest

- It is a requirement for all LIEPAs and IEPAs to complete and submit a Conflict of Interest form

A Conflict of Interest form is available via the webpage.

<https://www.cityandguilds.com/lead-independent-end-point-assessor-document-library>

Support and Guidance

EPA Team

EPA@cityandguilds.com

- *First point of contact for all EPA allocations and venue queries*

Quality Assurance & Improvements Team

consultant.management@cityandguilds.com

- *Performance Management, Sampling and Recruitment.*



LIEPA Allocations, Sampling and Support

- Each IEPA will be allocated a Lead Independent End-point Assessor (LIEPA)

LIEPAs will:

- Act as your first point of contact for queries
- Provide guidance and advice
- Sampling your completed assessment decisions, in line with our sampling strategy
- Monitor the quality of your assessment decisions and rate you using a RAG rating system.
- Facilitate standardisation sessions

Training and Standardisation

- A remote standardisation session will be held after each initial cohort of End-point Assessments for all Apprenticeship standards
- Annual face to face standardisation sessions will then be held for each Apprenticeship standard
- Attendance is mandatory for all IEPAs



Claims

Training Claims

QS1 with receipts for expenses to consultant.management@cityandguilds.com (Quality Assurance & Improvement Team)

Generic and Technical training, Standardisation & Reflection sessions, Webinars & Skypes relating to training.

EPA Claims

CF10 with receipts to EPAclaims@cityandguilds.com

This includes: Carrying out EPA, time spent uploading information to the EPA portal, any follow up action or pre-assessment requirements.

https://cityandguilds.sharepoint.com/sites/cgkineoqualsaccreditation/_layouts/15/guestaccess.aspx?guestaccess token=SRgkeWqufoOC3q7QeLg619G87OQvWk3FI8PtcDpB6%2BY%3D&docid=2_1892bbc6e0f5341d6b8851a9a81c03555&rev=1&e=ea2de4c1f07a403a84787b9f0901e9d6

Expenses

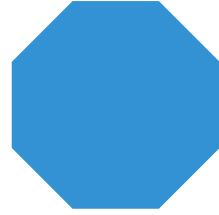
Expenses - all travel and accommodation must be booked by the LIEPA/IEPA and claims for this submitted to the EPA team.

IEPAs must only submit claims for expenses that you have incurred and should not submit/claim expenses for other individuals.

Receipts	All claims must be accompanied by itemised receipts (excludes mileage)
Mileage	Mileage must be calculated from the IEPAs address to the centre's/ briefing location address, as a round-trip, at the rate of 40p per mile Supplement for round-trip over 150 miles £ 2.00 Supplement for round-trip over 250 miles £ 4.00 This will need to be added as a separate line under 'category' when claiming expenses
Rail travel	Must be by economy/ standard class. Tickets must be booked in advance to ensure the most cost effective fares. IEPAs are not authorised to book First Class travel tickets
Car hire	Must be authorised by the End-point Assessment Team
Taxis	For London based meetings IEPAs must use public transport . Taxis must not be used in London without a valid reason and prior authorisation from EPA team

Expenses

Overnight accommodation	<p>Must be authorised by IEPA team. This may be agreed where the visit requires a departure before 06.30 (unauthorised claims for accommodation may not be paid).</p> <p>Claims for accommodation must not exceed £100 (outside London) or £160 (in London), inclusive of breakfast. You may choose to use more expensive alternatives, but may only claim the appropriate maximum rate</p>
Staying with family & friends	<p>£25 per night may be claimed if you are staying with family and friends.</p> <p>If this allowance is claimed, no further claims can be made for food or accommodation.</p>
Evening meals	<p>When an overnight stay is required, an evening meal may be claimed.</p> <p>(this must not include alcoholic drinks) you can claim up to £25 (in London) or £20 (outside London)</p>
Reasonable expenses	<p>Snacks and drinks (non-alcoholic), telephone calls, photocopying and postage can be claimed; Per day/centre activity visit £5.00</p>



Technical Content

Assessment Gateway

- In order to access the End-point Assessment the apprentice must have been through the Gateway and achieved the following;
 - Achievement of a minimum of a pass against two research assignments
 - Portfolio and behaviours must have been signed off by the employer and training provider.
 - Portfolio/Logbook and Assignments verified by the quality assurance process
 - Achievement of a level 1 qualification (Functional Skills, GCSE or equivalent) in both English and Maths.
 - Taken the assessment for level 2 English and Maths qualification (Functional Skills, GCSE or equivalent).
- Centres will confirm that apprentices have met these requirements by submitting a Gateway Declaration Form to City & Guilds.
- This form will be validated as part of the booking process.



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.

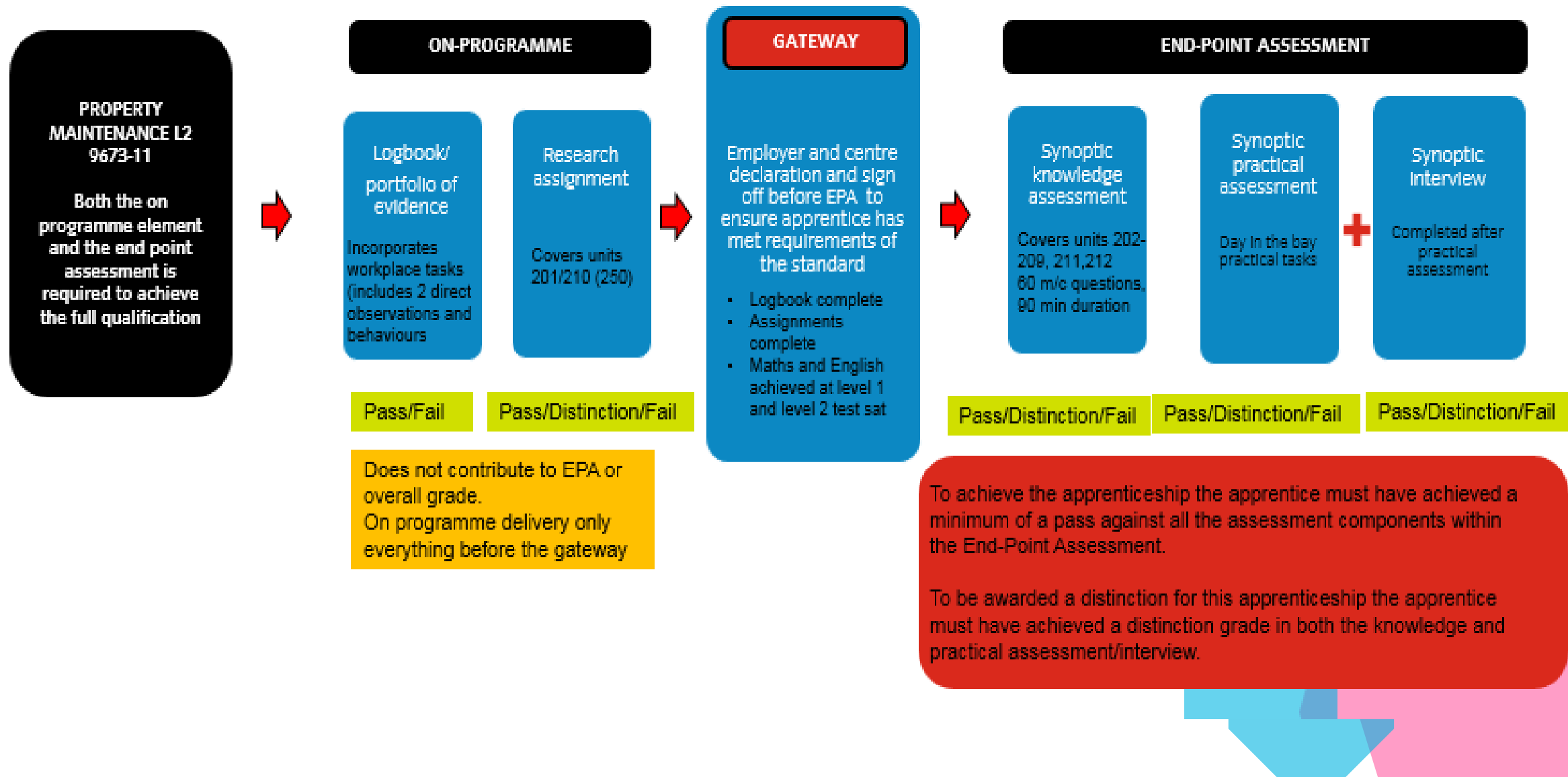
Apprenticeship Standard	Property Maintenance Operative	Start date	DD/MM/YY
Apprentice name	Apprentice name	Enrolment number	1234567

Entry Requirement	Achieved (Yes/No)
Achievement of a minimum of a pass against two research assignments	
Portfolio and behaviours must have been signed off by the employer and training provider.	
Portfolio/Logbook and Assignments verified by the quality assurance process	
Achievement of a level 1 qualification (Functional Skills, GCSE or equivalent) in both English and Maths.	
Taken the assessment for level 2 English and Maths qualification (Functional Skills, GCSE or equivalent).	

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 or FISS Standard 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?	

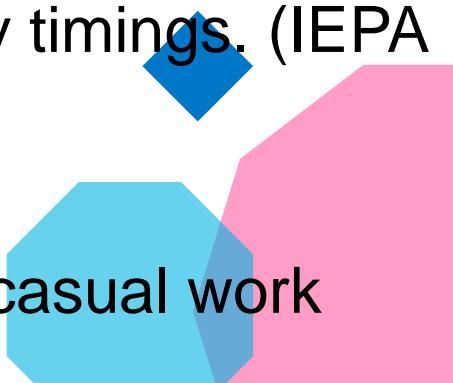
Assessment detail



Preparing for the Visit

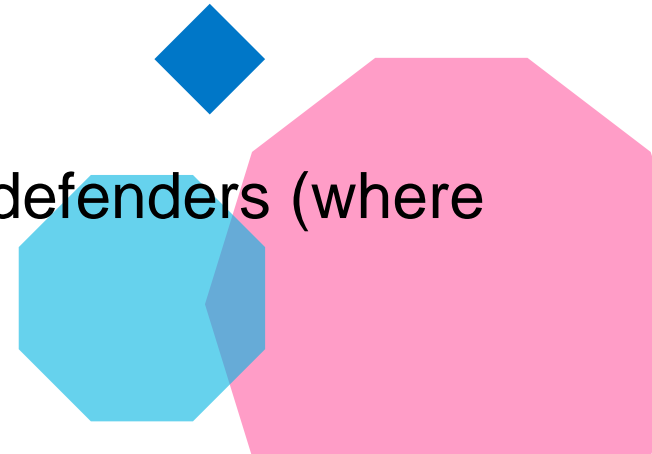
- Key documentation to have available:

End-point Assessment pack for Independent End-point assessors and the IEPA Manual.

- Documentation- IEPAs will be required to print off all assessment documentation and recording forms, including spares for the number of assessments taking place.
 - IEPAs to create an itinerary/agenda for the day highlighting key timings. (IEPA assessment pack pg.12)
 - Dress codes- appropriate to the environment, no shirt and tie, casual work wear/construction work wear is suitable.
- 
- Decorative geometric shapes in the bottom right corner: a small blue diamond, a light blue octagon, and a large pink octagon.

Preparing for the visit

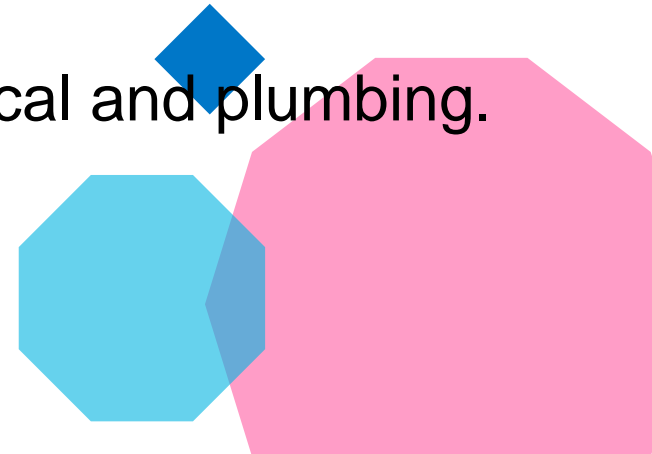
- IEPAs to be familiar with centre location ensuring travel and arrival time is achievable. Considering venue location, traffic, parking etc.
- Key items to take with you to the EPA:
 - ✓ General stationary (pens, paper, pencils, rulers etc.) , folder, clipboard or mini whiteboards (to display start times on each bay for each task) etc.
 - ✓ “No entry” or “Authorised Entry Only” signs to place on workshop/interview room doors)
 - ✓ Dictaphone (if required/preferred),
 - ✓ Camera (not mobile phone) ensure it is fully charged.
 - ✓ PPE- safety boots, high visibility vest, safety glasses and ear defenders (where required)



Arriving at centre

Upon arrival at the centre the following must take place:

- ✓ Review assessment bays for suitability (photo examples will follow shortly)
- ✓ Ensure that a technician/technical support is available throughout the day
- ✓ Ensure the facilities for carrying out the interview are suitable (quiet, comfortable and free from distraction)
- ✓ Review Health & Safety requirements
- ✓ Any specific centre instructions regarding the bays e.g. electrical and plumbing.

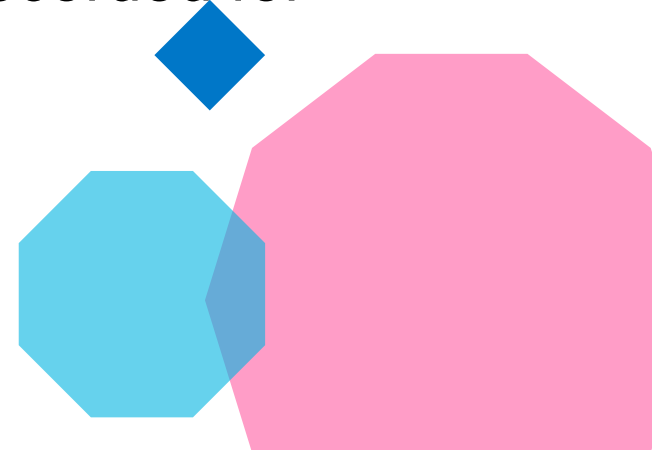


Apprentice briefing

The apprentice briefing should last approx. 30mins and should consist of:

- Outlining the structure of the day e.g. agenda, breaks and lunch
- Health & Safety briefing
- The structure of the practical tasks
- Issuing routes of practical tasks to apprentices and how they are to be assessed. Inform apprentices that photos/videos may be taken for assessment purposes
- **The IEPA must check that the Apprentice has photographic ID**
- Allocate interview slots. Inform apprentices that they may be recorded for assessment purposes
- Questions from apprentices

Apprentices must sign the Candidate Briefing Declaration prior to starting the assessment



Assessment Day structure- suggested structure

Introductions

- 08.30-09.00 – Independent End-point Assessor (IEPA) Briefing

Practical Task

- 09.00-10.45 – Session 1 Practical Tasks (1hr 45)
- 11.00-12.45 – Session 2 Practical tasks (1h 45)
- 13.30-15.00 – Session 3 Practical tasks (1h 30)

Interview

- 15.00-16.30 – Interviews (approx. 20 minutes each)

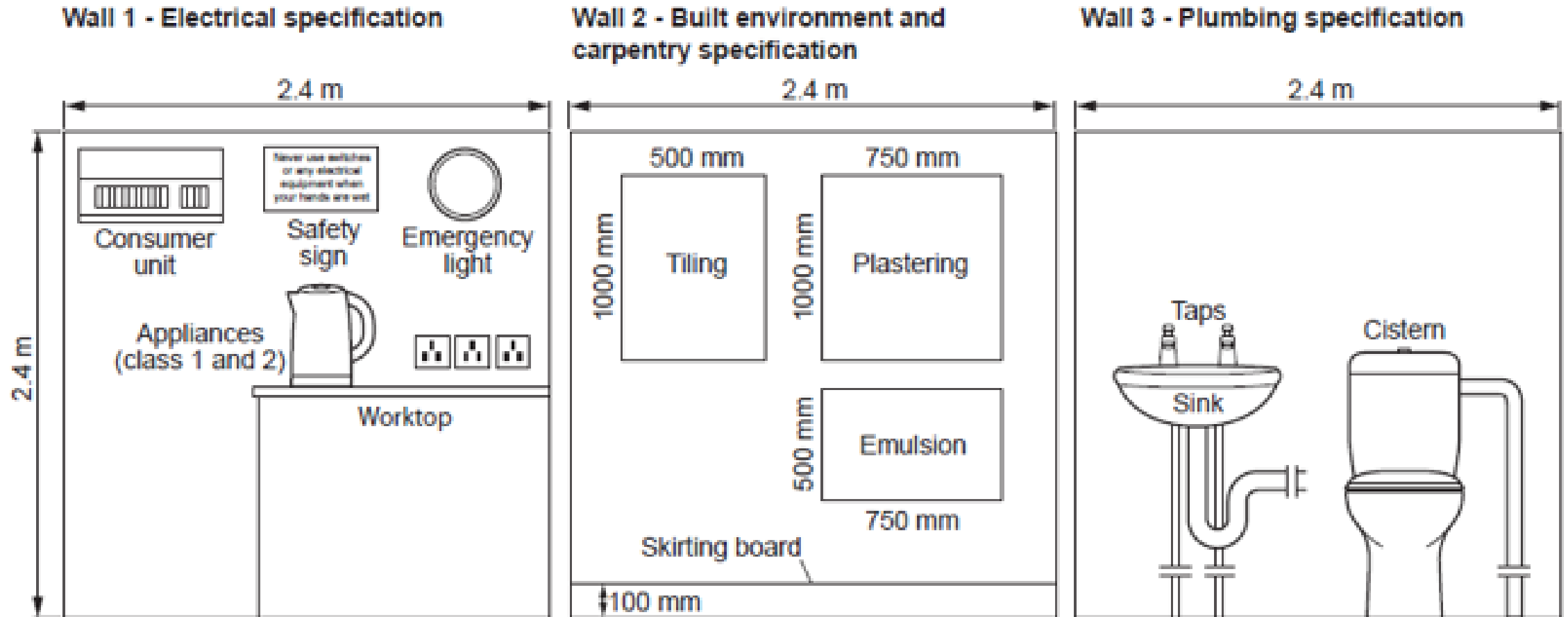
IEPA Time

- 16.30-17.00 – Assessor to collate and record assessment decisions and grade.

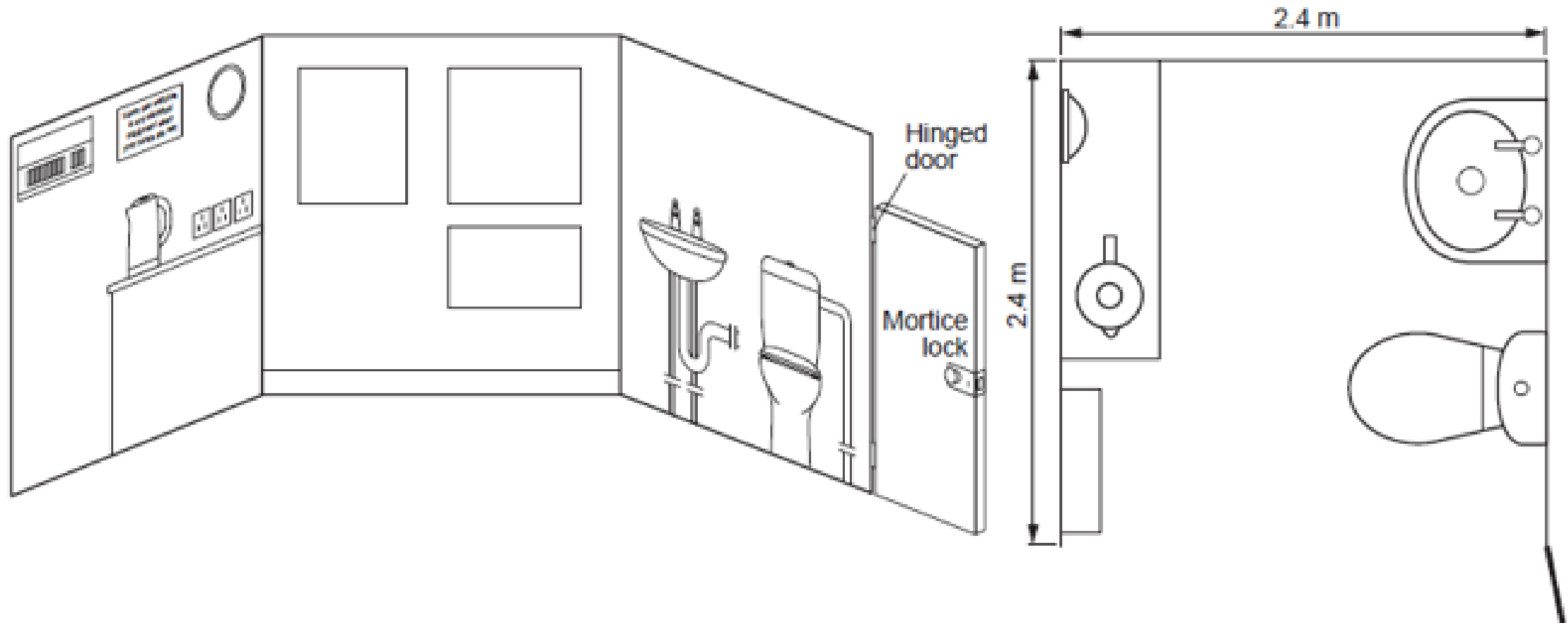
These timings can be amended to suit centre needs.



PRACTICAL ASSESSMENT BAY LAYOUT



PRACTICAL ASSESSMENT BAY LAYOUT





Assessment Bay Examples



Assessment Bay Examples



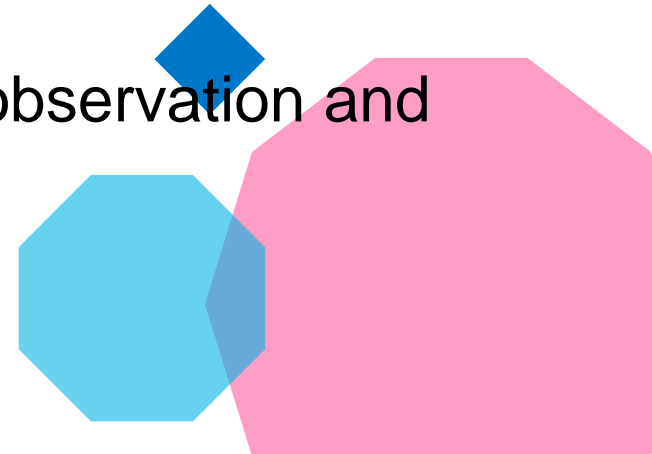
Assessment Bay Examples



Assessment Bay Examples

During the Assessment

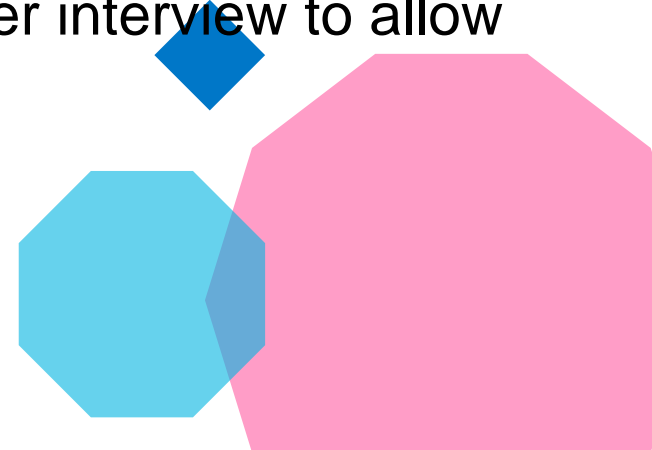
- After assigning the routes the IEPA will begin the practical assessment making note of start time.
- **IEPA must make a note of timings when tasks are started.**
- The assessment should last approx. 5 hours and needs splitting into 3 stages, allowing for 2x15 min breaks (morning and afternoon) and 1x45 min lunch break.
- Apprentices must be informed of any tasks that require 1-2-1 observation and must not start these tasks until instructed.



Interview

Each candidate interview should last approx. 20 mins and held 1-2-1 in a comfortable and quiet environment

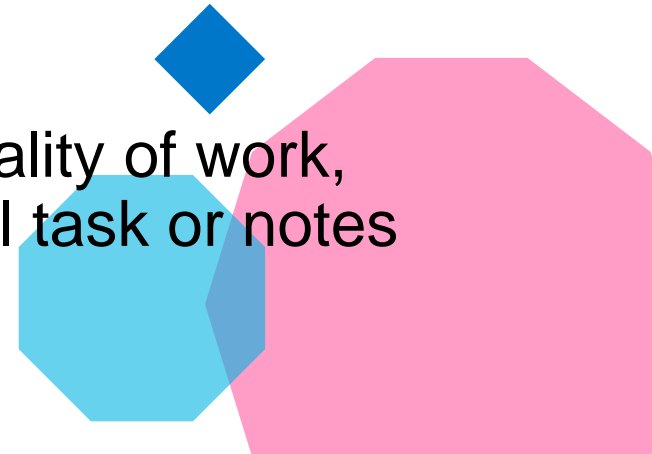
- Display no entry/quiet interview assessment in process sign on outside of room door and surrounding corridors if necessary.
- Ensure that the learner is comfortable and put at ease
- Prepare recording device to ensure that it records IEPA and candidate responses. IEPA to also record responses in full note form in case recording device fails.
- Ensure that no questions are leading or misleading in any way
- Timing must be allowed before first interview and between each other interview to allow IEPA to:
 - Fully record and comprehend candidate responses



Marking guidance

Practical assessment

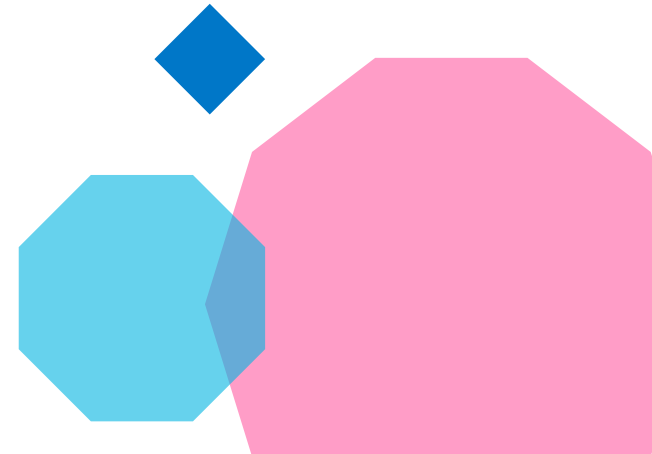
- The IEPA Marking Guidance form must be completed for each candidate and a record of the order the tasks that have been carried out in must be noted.
- The pass criteria for each task is simply achieved or not achieved
- Distinction criteria can only be awarded if the individual tasks have met the distinction criteria listed
- The comments section is useful for note taking, on timings, quality of work, wastage, attempts and any questions asked on each individual task or notes which will be useful during the interview assessment.



Marking guidance

Interview questions and mark scheme follow:

- Example answers and the grading attached is given as a guide to IEPA
- IEPA to take full notes of responses even if recording.
- All notes and recording forms must be uploaded to the EPA portal.



Assessment Feedback

Appendix 5

Feedback will be provided to the apprentice if they have **not achieved** the EPA.

The feedback should record the criteria not achieved by the apprentice.

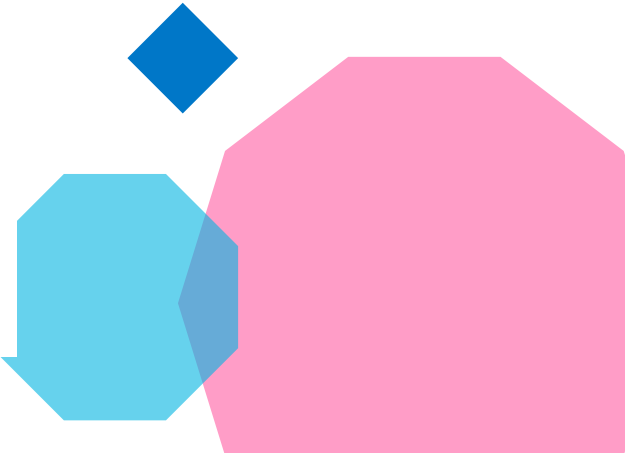
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Appendices



Assessment feedback form

Candidate Name		Enrolment No.	
Independent End-Point Assessor Name		Assessment Date	
Task	Feedback		



Grading Assessments- Grading sheet

- ✓ Practical- **all** pass criteria must be achieved to gain a pass and **all** distinction (in addition to the pass criteria) criteria must be achieved in order to gain a distinction.
- ✓ Interview- **all** pass criteria must be achieved to gain a pass. For a distinction **all** pass criteria must be achieved and a minimum of 4 out of 6 questions achieved at distinction level.
- ✓ Overall assessment- to achieve a pass **all** practical tasks must be at least pass and **all** interview questions must be at least a pass. To achieve a distinction **all** practical tasks and 4 out of 6 interview questions must be awarded/graded a distinction



Grading

The Apprenticeship Grading Matrix must be used to record the grading outcome of the EPA.

This must then be uploaded to the EPA portal within the grading section.



9673-02 Property Maintenance Operative Apprenticeship Grading Matrix

Centre Name		Centre number	
-------------	--	---------------	--

Apprentice Name		ENR number	
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Task		Grade achieved
301	Knowledge Test	Fail / Pass / distinction
701	Practical Assessment	Fail / Pass / distinction
351	Knowledge Test - Resit	Fail / Pass
751	Practical Assessment - Resit	Fail / Pass
Grading Rules To achieve the apprenticeship the apprentice must have achieved a minimum of a pass against all the assessment components within the End-Point Assessment. To be awarded a distinction for this apprenticeship the apprentice must have achieved a distinction grade in both the knowledge and practical assessment.		Final Grade

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.

IEA name	Print name		
IEA signature	Signature	Date	DD/MM/YY

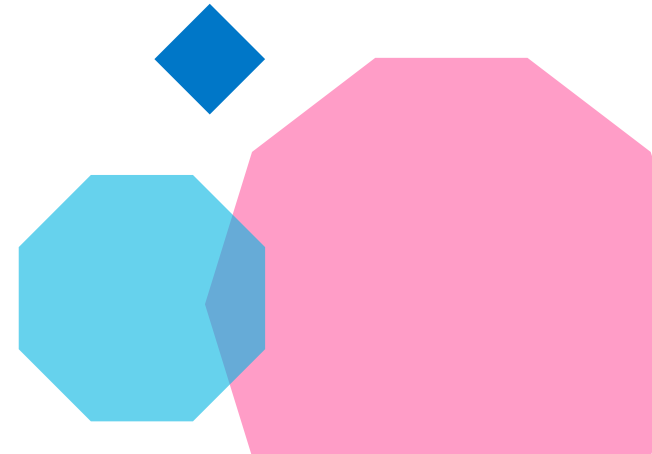
Following Assessment

The IEPA is required to scan and upload all assessment record documents and recording platforms onto the EPA portal.

Document scanning apps can be used to scan documents in preparation for them being uploaded onto the portal.

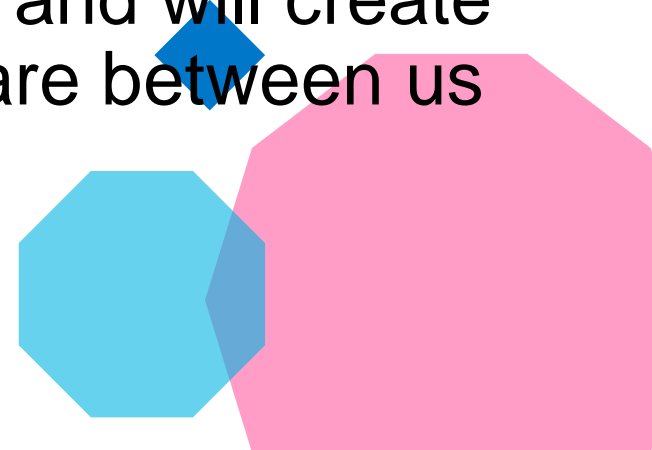
Please note that if IEPAs are using phones/tablets to complete this that all scans are deleted from phone/tablet.

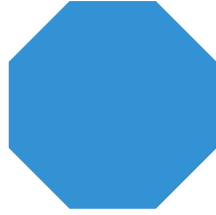
All assessment record evidence must be uploaded within 5 working days of the EPA taking place



What happens next.....

- The EPA team have EPAs awaiting immediate allocation
- Start to create assessment packs and kit in preparation for EPA visits
- LIEPA will accompany each assessor on first visit
- LIEPA will begin to collate all assessment information and will create good practice guides and feedback from IEPAs to share between us
- LIEPA & AM support moving forwards





Good Luck in your role as IEPA

Any Questions?