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| **Travel Consultant FAQs** |
| These FAQs are for Independent End-point Assessors for the Level 3 Travel Consultant Apprenticeship Standard   1. [Can the apprentice have their showcase portfolio with them during the professional discussion?](#Heading3) 2. [Will City & Guilds specify the number of pages that should be contained within a showcase portfolio?](#Heading6) 3. What does synoptic mean? 4. In order to award an apprentice a merit overall in their professional discussion do they have to have met all of the merit grading descriptors in each theme? 5. [Can the showcase portfolio be presented face to face with the IEPA?](#Heading8) 6. [What happens if the customer does not provide a quiet room for the professional discussion?](#Heading9) 7. If the apprentice fails the knowledge test can the apprentice still go ahead with the professional discussion? 8. [How many times can an apprentice resit any one part of the EPA?](#Heading13) 9. [When do the grades get allocated for each part of the EPA?](#Heading14) 10. [How will I record the EPA if the apprentice does not wish to be recorded?](#Heading15) 11. [Where can I find a list of resources for the EPA?](#Heading17) 12. Which criteria am I assessing the professional discussion against? 13. [Can the professional discussion be carried out remotely?](#Heading20) 14. [Where can I find the most up to date version of the IEPA manual, IEPA assessment pack and recording forms?](#Heading21) 15. [What is the process for reviewing the showcase portfolio and evidence reference form?](#Heading23) 16. [Do I plan the questions I want to ask as part of the professional discussion with the employer?](#Heading24) 17. Will the apprentice be informed of the areas that have been planned for further discussion before the professional discussion takes place? 18. How long do I have to submit the final end point assessment grade after the professional discussion has taken place? 19. [Do I tell the learner if they have passed the EPA?](#Heading27) 20. During the professional discussion what kind of responses are appropriate to give to the apprentice? 21. Can the employer be present throughout the professional discussion? |

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| 1. **Can the apprentice have their showcase portfolio with them during the professional discussion?**     Yes, the apprentice may bring materials to assist with demonstrating their competence as well as their my journey log (showcase portfolio) |

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| 1. **Will City & Guilds specify the number of pages that should be included within a showcase portfolio?**   No, the guidance specifies it should showcase the best evidence of their work, however it is not expected or recommended that there be large amounts of evidence submitted. While there may be some overlap between the evidence collected, multiple pieces of evidence showing coverage of the same outcome should not normally be submitted. Evidence should follow the synoptic approach. It is important to remember that the showcase portfolio is **not** directly assessed by the IEPA but is used as the basis for the professional discussion. |

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| 1. **What does synoptic mean?**   This means that evidence should be presented so that it demonstrates the apprentice’s competence in an integrated manner across the show it and live it elements of the standard, rather than evidencing them separately. The apprentice should not be concentrating on ticking individual boxes but showing an overview of the process. |

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| 1. **In order to award an apprentice a merit overall in their professional discussion do they have to have met all of the merit grading descriptors in each theme?**   No the apprentice needs to have scored a ‘2’ (merit) in a minimum of three themes. |

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| 1. **Can the showcase portfolio be presented face to face with the IEPA before the professional discussion takes place?**   No, the customer must submit the showcase portfolio to the EPA portal two weeks before the EPA date. |

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| 1. **What happens if the customer does not provide a quiet room for the professional discussion?**   The customer is provided with guidance in the Travel Consultant EPA pack for Centres on the resources required, so if it's a requirement it must be made available. However if there is an issue on the day, the IEPA must contact the EPA team to agree what action should be taken and how to proceed. |

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| 1. [**If the apprentice fails the knowledge test can the apprentice still go ahead with the professional discussion?**](#Heading10)   [No, the professional discussion cannot take place until the apprentice has passed the knowledge test however as the IEPA, you can still access the showcase portfolio two weeks before the Professional Discussion date.](#Heading10) |

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| 1. **How many times can an apprentice resit any one part of the EPA?**   [There are no restrictions on the number of resits for this standard, however](#Heading13) when retaking an assessment activity the maximum grade that can be achieved for that activity is a pass. |

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| 1. [**When do the grades get allocated for each part of the EPA?**](#Heading14)   There are two methods of EPA for the Travel Consultant Apprenticeship Standard, a knowledge test and a professional discussion. The knowledge test is externally set and marked and the results of the test will be shared with IEPAs by the EPA team. The IEPA will be responsible for completing grading for the professional discussion and in calculating and communicating the final ***recommended grade*** by uploading it onto the EPA portal. The grade is then subject to IQA by the LIEPA. |

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| 1. **[How will I record the EPA if the apprentice does not wish to be recorded?](#Heading16)**   The EPA team will confirm the method for recording the EPA if the apprentice does not wish to be digitally recorded. It may be that the professional discussion will need to be recorded using hand written notes, and typed up afterwards. Where possible professional discussions will be recorded. The recording form will form the primary source of evidence for this assessment method. |

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| 1. **[Where can I find a list of resources for the EPA?](#Heading18)**   The resource list for EPA for this apprenticeship is contained within both the IEPA assessment pack and customer EPA pack. For IEPAs this can be located in the hidden web page. https://www.cityandguilds.com/lead-independent-end-point-assessor-document-library |

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| 1. **[Which criteria am I assessing the professional discussion against?](#Heading18)**   Please refer to the ‘Grading Descriptors’ section that is within the Travel Consultant Apprenticeship Standard EPA pack for IEPAs and also the recording form for the Professional Discussion which is in the assessment pack recording forms for IEPAs. These can be located in the hidden web page: <https://www.cityandguilds.com/lead-independent-end-point-assessor-document-library>. |

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| 1. [**Can the professional discussion be carried out remotely?**](#Heading21)   Yes and this will be arranged between the customer and the EPA team. |

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| 1. **[Where can I find the most up to date version of the IEPA manual, IEPA assessment pack and recording forms?](#Heading22)**     The most up to date versions of the IEPA manual, EPA packs and recording forms can be found on the hidden webpage. <https://www.cityandguilds.com/lead-independent-end-point-assessor-document-library>  Please ensure that you read your dot mailer alerts as any changes or updates to these documents will be communicated to you via the alerts. |

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| 1. **What is the process for reviewing the showcase portfolio and evidence reference form?**   The EPA team will inform you as soon as the showcase portfolio has been uploaded to the portal and this will be **two weeks prior** to the professional discussion date. You should then review the apprentice’s showcase portfolio and their evidence reference form.  Once you have reviewed the apprentice’s showcase portfolio and their evidence reference form you must complete the IEPA section of the evidence reference form capturing any comments you have regarding the evidence presented. This will then identify the topics to be covered by the apprentice in the ‘On-programme assessment evidence’ section of the Professional Discussion. These identified topics will be documented on the ‘**On-Programme (my journey log) Discussion Points form’** and sent to the EPA team at least **five working days** prior to the date of the EPA. This thenenables the customer to be contacted by the EPA team as soon as possible if there are any concerns and gives the LIEPA enough time to sample your professional discussion preparation.  **The Professional Discussion Checklist form** is used to review and record any evidence from the showcase portfolio against the outcomes and elements of the Professional Discussion. Once you have done this you can then use this form to help with the preparation of your topics for discussion during the ‘coverage of the standard’ section of the professional discussion. Once these topics have been identified, complete the coverage of the standard section of the **EPA Professional Discussion Recording Form** with the areas of the standard to be covered and any specific questions that you want to ask. This form needs to be sent to the EPA team for review by the LIEPA prior to the Professional Discussion. |

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| 1. **Do I plan the questions I want to ask as part of the professional discussion with the employer?**   No, the questions will be planned by you only, based on what you have seen to date within the showcase portfolio. You should prepare your questions on the **Professional Discussion Recording Form**. You should save a version of the prepared form and send it to the EPA team for review by the LIEPA prior to assessment taking place. The same form is then used to record the responses given by the apprentice and any further topics covered or questions asked. It is only on the date of the professional discussion that a copy of this form is then shared with the employer. |

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| 1. **Will the apprentice be informed of the areas that have been planned for further discussion before the professional discussion takes place?**   Yes the apprentice will be informed prior to it taking place however they won’t see the specific questions that the IEPA is planning to ask. |

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| 1. **How long do I have before I need to submit the final end-point assessment grade after the professional discussion has taken place?**   When the EPA has been completed and the IEPA has entered their recommended grade on the EPA Portal, they must then upload all recording forms and grading justifications to the EPA portal within **three working days.** |

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| 1. **Do I tell the learner if they have passed the EPA?**     No. During the EPA visit no communication regarding the result or possible result must be given to the apprentice. Once the final grade has been verified and awarded by the LIEPA within learning assistant, the results are issued in Walled garden which the provider can access. If successful the apprenticeship certificates are then sent directly to the employer. |

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| 1. **During the professional discussion what kind of responses are appropriate to give to the apprentice?**   The responses given by the IEPA during the professional discussion are to be as neutral as possible, for example ‘thank you’. Any feedback that could indicate that the apprentice has done well or give an implication of the grade must not be given. |

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| 1. **Can the employer be present throughout the professional discussion?**   Yes however if there is no employer the assessment can still proceed. The employer can support the apprentice by confirming the authenticity of the information but they cannot ask questions or contribute to the grading. A copy of the ‘Professional Discussion Recording Form’ should be given to the employer on the date of the professional discussion and they are expected to complete it. The employer should then give the completed form to the IEPA at the end of the professional discussion. |