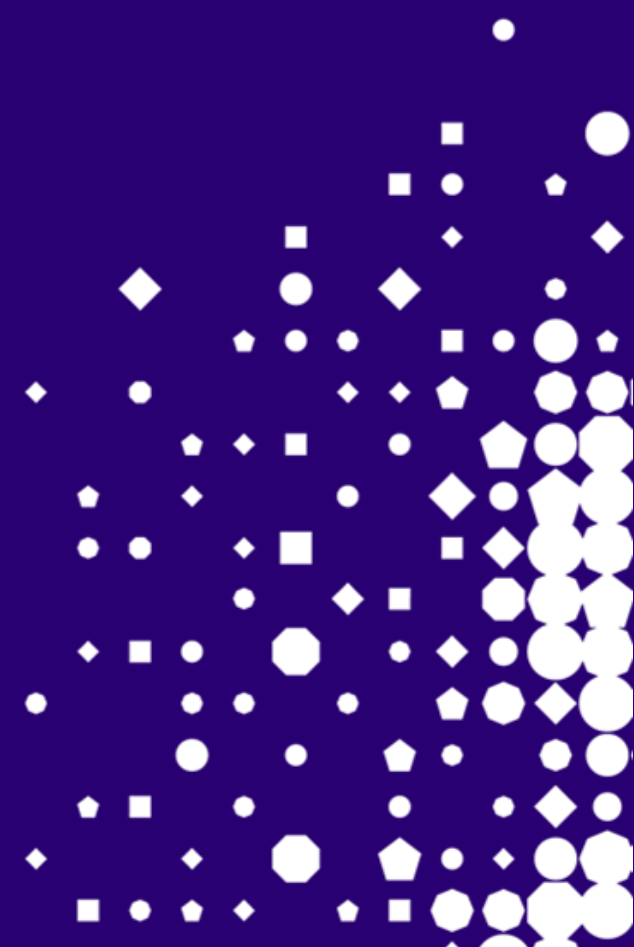
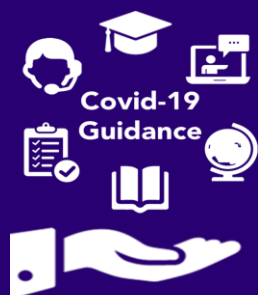


# 2021 - 2022 End-Point Assessment dispensations **Business Support Skills**

For the period of:  
**September 2021– Summer 2022**





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## Introduction

As the Covid-19 pandemic continues, we understand the challenges you and your apprentices are facing, due to social distancing and other local restrictions and containment measures. We are committed to supporting you through these challenging and exceptional circumstances.

We have created updated guidance to help you to understand the range of adaptations, flexibilities and mitigations for all of our apprenticeship standards and through all stages of the apprenticeship journey – on-programme, gateway and the end-point assessment.

We will continually update information and guidance relating to dispensations and flexibilities for assessments due to take place throughout the remainder of 2021 and until summer 2022.

Please find below information regarding specific standards for Business Support Skills.



	Gateway	Gateway	Gateway	EPA Assessment	EPA Assessment	EPA Assessment
<b>Business Administrator</b> (Applies to both AP01 and AP03 assessment plan)	Completed project	Completed portfolio	Achieve Level 2 in English and Mathematics	Knowledge test	Portfolio based interview	Project /Improvement Presentation (must be submitted at least 2 weeks prior to EPA)
	Confirm completion in the Gateway form	Confirm completion in the Gateway form Portfolio can be submitted at Gateway but <b>must</b> be submitted at least 2 weeks prior to Interview	<a href="#">Functional Skills adaptation guidance</a>  <a href="#">FS exemptions and equivalencies</a>	<a href="#">Remote Invigilation adaptation guidance</a>	Remote	Remote
<b>Remote assessment option available?</b>	Please refer to centre guidance	Please refer to centre guidance	✓	✓	✓	✓

Link to IfATE guidance:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator-v1-0>



	Gateway Evidence	EPA Assessment	EPA Assessment	EPA Assessment
<b>Customer Service Practitioner</b>	Achieve Level 1 and attempted Level 2 in English and Mathematics  (dispensation in place, no need to attempt L2 M/E)	Apprentice Showcase	Practical Observation (if necessary, PO can be substituted by employer witness testimony followed by Q&A check)	Professional Discussion
	<a href="#"><u>Functional Skills adaptation guidance</u></a>  <a href="#"><u>FS exemptions and equivalencies</u></a>	Remote	Remote only if applying the dispensation. Otherwise face to face observation on-site	Remote only if applying the dispensation. Otherwise face to face on-site
<b>Remote assessment option available?</b>	✔	✔	Remote Witness Testimony Q&A as granted by dispensation otherwise face to face observation on-site	Remote only if applying dispensation. Otherwise face to face and follow practical observation

Link to IfATE guidance:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner-v1-1>



	Gateway	Gateway	Gateway	EPA Assessment	EPA Assessment	EPA Assessment
<b>Customer Service Specialist</b>	Portfolio	Project Proposal	Achieve Level 2 in English and Mathematics	Work Based project supported by an interview	Practical Observation (Dispensation: if necessary, PO can be substituted by employer witness testimony)	Professional Discussion (Supported by portfolio evidence)  Portfolio <u>must</u> be submitted 14 days prior to PD following standard assessment evidence upload process
	Confirm completion at the Gateway stage  (Option to upload is available at this stage, otherwise submit 14 days prior to PD following standard assessment evidence upload process)	Project proposal submitted at Gateway	<a href="#">Functional Skills adaptation guidance</a>  <a href="#">FS exemptions and equivalencies</a>	Project Report to be submitted 2 weeks prior to interview	Remote only if applying dispensation otherwise onsite face to face observation	Remote only if applying the dispensation otherwise on-site face to face observation
<b>Remote assessment option available?</b>	Please refer to centre guidance	Please refer to centre guidance	✔	✔	Remote Witness Testimony Q&A as granted by dispensation. Otherwise on site face to face observation	Remote only if applying dispensation – otherwise it will be face to face and follow practical observation

Link to IfATE guidance:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-specialist-v1-0>



	OP	Gateway	Gateway	Gateway	Gateway	EPA Assessment	EPA Assessment
<b>Public Service Operational Delivery Officer v.2</b>	Mandatory: OP only: 3815-12 Level 2 Award in Operational Delivery OP only: 3815-13 Level 3 Certificate in Operational Delivery	Achieved OP qualifications 3815-12 & 3815-13	Completed Portfolio	Achieve Level 2 in English and Mathematics	Project Proposal	Work based project followed by a presentation with questions and answers	Professional discussion underpinned by a portfolio of evidence
	<a href="#">Qualification adaptation guidance</a>	<a href="#">Qualification adaptation guidance</a>  (Provide certificate of achievement)	Confirm completion and upload portfolio at Gateway	<a href="#">Functional Skills adaptation guidance</a>  <a href="#">FS exemptions and equivalencies</a>	Project proposal to be submitted at Gateway	Remote Presentation to be uploaded prior to EPA	Remote
<b>Remote assessment options available?</b>	✓	✓	Please refer to centre guidance	✓	Please refer to centre guidance	✓	✓

Link to IfATE guidance:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/public-service-operational-delivery-officer-v1-1>



	Gateway	Gateway	Gateway	EPA Assessment	EPA Assessment
<b>Actuarial Technician</b>	Completed Professional actuarial exams (awarded by the Institute and Faculty of Actuaries (IFoA) or CAA Global as applicable)	Logbook	Achieve Level 2 in English and Mathematics	Summative Showcase	Interview
	(Provide certificate of achievement)	Confirm completion in the Gateway form	<a href="#">Functional Skills adaptation guidance</a> <a href="#">FS exemptions and equivalencies</a>	Remote	Remote
<b>Remote assessment option available?</b>	Please refer to IFoA or CAA guidance	✓	✓	✓	✓

**Link to IfATE guidance:**

<https://www.instituteforapprenticeships.org/apprenticeship-standards/actuarial-technician-v1-0>



For all queries relating to this guidance and arrangements, contact the Customer Support Team at City & Guilds, who are available Monday to Friday 8am to 6pm excluding UK public holidays.



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