Digital Skills

Apprenticeships

Thinking EPA

- Projects and Interview

Spring 2020

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Lesson Learned and Good Practice – Synoptic Project

Good Practice	
Read the project	Understand the Scenario presented and the tasks that need to be carried out. What is required for evidence? what needs to be saved? How do the tasks relate?
Check the tasks	The number of tasks will vary according to the synoptic project selected, typically they will involve; • planning a the work and resources to be used • design and carry our the actions proposed • evaluation and testing of the product produced • a report of recommendations, findings, etc. There may be a requirement to produce specific types of evidence such as a presentation depending on the scenario contained within the synoptic project.
Hints and tips	• Make sure you fully understand the tasks and required outputs. • Approach the project in the same way you would approach a work task. • Keep an on-going record of how the project is being carried out, collecting evidence as appropriate. • Take your time, it's better to complete some of the tasks fully but not all of them than to complete all the tasks badly. • If the project goes wrong do not worry, but document why it went wrong and what you would do differently. • You should document how you have carried out the tasks in the project in the same way you would present evidence for the summative portfolio, ensuring that decisions and choices are justified and that actions are recorded appropriately.

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Lesson Learned and Good Practice – Interview (1)

"What do you do...?"	One obvious question that the IEPA is likely to ask is what tasks you undertake in your role. You can prepare for this question and use it as a starting point to discuss aspects of your role where you have performed well.
Competency-based answer	When answering questions, you should respond with examples of how you have carried out tasks, where possible referring to evidence submitted and/or the competencies in the standard.

Hints and tips	• As the interview is being carried out remotely ensure that all the technology works;
	   ✓ internet connectivity
	   ✓ camera
	   ✓ microphone
	   ✓ headset
	• Choose a suitable, (i.e. quiet, private) location.
	• Make sure that you have appropriate photo identification for the start of the interview, e.g. passport, driving licence.
	• Have copies of the summative portfolio, synoptic project report and employer reference to hand.
	• Have some notes with reminders of other subjects to refer to.

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Lesson Learned and Good Practice – Interview (2)

DO	DON'T
Speak clearly and concisely	Search Google during the interview for answers
Talk about what you have done, e.g. "I did……"	Say "we", unless you qualify it
Use examples in your answers	Be vague
Think about your answers before you give them	Make assumptions
Stay calm	Ignore what you think may be obvious
Ask for any question to be repeated or re-phrased	Assume you have understood if you are not at all sure
Tell the interviewer further information or ask to talk about tasks that you feel are your best work	Be scared to also lead on the discussion
Try and put answers into the context of your workplace	Assume the interviewer knows all about your organisation and how they work

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Frequently Asked Questions (1)

Question	Answer
Are the Knowledge qualification certificates enough for the Outcomes in the Summative Portfolio?	No. These only prove the could pass a test on a given day. We need to see how they link what they have learned to what they do.
Are there set questions that the apprentice can prepare for in the Interview?	No. Though one question is consistent, "what do you do…….."
Should I include everything the apprentice has done in the portfolio submitted for EPA?	No. It is meant to be Summative, so the best they have per Outcome.
Should I include some early work and then their improved work for the portfolio?	No. We want to see what they have become and not the journey, unless it is to show why they make a specific decision, carry out a task or act in a particular way.
Can I just do Vendor/Professional qualifications for the on-programme element?	Only for Infrastructure Technician. All other Standards (where defined) allow only one to be funded and used as an exemption. The apprentice may do more than one Vendor/Professional products as the employer may demand, but these will not be accepted as exemptions or be funded by ESFA

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Frequently Asked Questions (2)

Question	Answer
Does my cohort of apprentices have to do the same Synoptic Project?	No. City & Guilds provide a selection of Synoptic Projects to allow you and them to choose the one that is closest to what the do in their job.
What is the marking for the Synoptic Project and what is the pass mark?	There is no marking criteria or pass mark, the evidence is used alongside the Summative Portfolio and Employer Reference to get a picture of the Apprentice; how the carry out work assignments, what they do that shows they have applied their knowledge and how they reflect on their actions.
Can the Synoptic Project and Interview be done at the employer's premises?	Yes. **For the Synoptic Project** they we will need; • the resources available as describe in the project • privacy and suitable space to carry out the project • access to the Internet if allowed by the project • to be supervised by a "Responsible Person" as outlined in our EPA Guides and the Synoptic Project details. **For the Interview** they will need: • privacy and no interruptions • good Internet connection • good camera, microphone and headset • their summative portfolio, synoptic project report and employer reference to hand

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Frequently Asked Questions (3)

Question	Answer
What sort of things can lead to an apprentice failing?	Not meeting all the Outcomes in the Summative Portfolio – even if weakly in some cases
	Providing an Employer Reference that talks about what the company does or what the team does that the apprentice works in and has nothing specific to what they have contributed.
	Providing evidence – including witness testimonies – that have had a grading decision made by the tutor assessor as part of the submission.
Consistent versus **Consistently**	While to some extent the two may be interchangeable, **Consistently** denotes that they should have more than one example of how or what they have done. **Consistent** is often used to denote that it is expected that the apprentice will have a single style of submitting work, i.e. when creating a report they use a *consistent* layout across all those submitted. Thing of the audience.

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Supporting customers

Last week the Covid-19 team worked through a series of updates across category areas to provide centres guidance and support.

Covid-19 landing page
- EPA (and FAQs)
- Functional Skills and Essential Skills (to follow)
- Technicals
- "On the house" digital support offer
- IVQs

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At a distance: our four propositions

We'll focus attention on four ways that we support distance learning – two
of which have a clear focus on apprenticeship delivery

- FREE eLearning materials to support the management of COVID-19
- FREE access to platforms and content to support distance learning
- FREE tools to help an apprentice work with a remote assessor to prepare for end-point assessment
- PAID end-to-end solutions for apprenticeship delivery

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SalesBriefing

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EPA Process Support

EPA Customer Success Team
- Provide support and offer guidance to customers who are new or unfamiliar with the EPA journey
- Ask your Business Account Manager or Technical Adviser to have them contact you

EPA Partnership Managers
Supporting providers and employers to work together and understand the City & Guilds End Point
Assessment Service

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Upcoming webinars

- Staying in touch
- Product launch

**12 May 2020
Any questions**

**To be advised
New Product Launch**

**2 June 2020
Any questions**

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Useful contacts and links

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- For additional information on Apprenticeships and how we can support your business, contact: Apprenticeships@cityandguilds.com
- Covid-19 Updates: www.cityandguilds.com/covid-19

- Apprenticeships web hub: https://www.cityandguilds.com/apprenticeships
- Walled Garden Booking Guide for exam/admin teams: End Point Assessment Booking Guide

Keep up to date – register for email updates: http://www.cityandguilds.com/what-we-offer/centres/email-updates

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Thank You

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