



Professional  
Assessment Ltd

Level 3

# Digital Support Technician

ST0120 version 1.1 August 2022

## End-Point Assessment

Programme Duration:  
Typically 15 months





## The Independent End-Point Assessment

Once a successful Gateway review has been completed, the training provider will notify Professional Assessment Ltd (PAL). We will then organise an assessment planning meeting with the employer and apprentice and will advise all parties of the requirements of this meeting. At the planning stage, we will agree timings and dates for all the required assessment components. The end-point assessment begins when PAL confirms that the apprentice has successfully passed through the Gateway and has achieved Level 2 in English and Maths, unless in the opinion of PAL exceptional circumstances apply.

A completed portfolio, which underpins the professional discussion, must also be submitted as part of the Gateway evidence.



## Summary of the End-Point Assessment process

The apprentice will be assessed to the apprenticeship standard using two discrete assessment methods:

1. Project report with presentation, questions, and answers.
2. Professional discussion underpinned by a portfolio.

The assessments are synoptic and take a view of the overall performance of the apprentice in their specific job role. The assessment activities can be completed in any order within the 3-month end-point assessment period. All assessment methods are equally weighted in their contribution to the overall grade.

There are 2 options for this standard: Digital Applications Technician or Digital Service Technician.



## Project Report with Presentation, Questions and Answers

- This method of assessment has 2 components:
  - Component 1 – Project with a project output.
  - Component 2 – Presentation with questions.
- The project can only be started once the apprentice has passed through Gateway.
- It can be based on a specific problem, a recurring issue, an idea or opportunity, the implementation of new applications or systems, proposed changes to operating procedures, or system monitoring.
- The project is submitted as a 1500 word written report (+/- 10%) and the apprentice has 4 weeks to complete and submit the report.
- The apprentice will present their project to the independent assessor followed by a question and answer session combining for a total assessment time of 45 minutes. The presentation will typically last for 15 minutes, followed by the apprentice being asked a minimum of 8 questions about their project report and presentation, typically lasting for 30 minutes.
- This method of assessment has fail, pass and distinction grades.
- Webinar or video conferencing software can be used for the assessment.



## Professional Discussion underpinned by a Portfolio of Evidence

- The underpinning portfolio is completed during the on-programme period of the apprenticeship and must be submitted to PAL at Gateway.
- The portfolio must contain 'real' work evidence and be mapped to each of the knowledge, skills, and behaviours (KSBs) that will be assessed by the professional discussion.
- The portfolio will typically contain 5 pieces of evidence in total. The evidence should be qualitative as opposed to quantitative and each piece of evidence is likely to demonstrate more than one knowledge, skill and/or behaviour (KSB).
- The evidence provided must be valid and attributable to the apprentice - the portfolio must contain a statement from the employer and apprentice confirming this.
- The independent assessor will review the portfolio and use it to identify areas for the professional discussion – it is not directly assessed.
- The professional discussion must last for 60 minutes (+10% at the independent assessor's discretion).
- The portfolio of evidence must be present during the discussion and apprentices will be expected to draw on its contents.
- This method of assessment has fail, pass and distinction grades.
- Webinar or video conferencing software can be used for the assessment.

# Grading

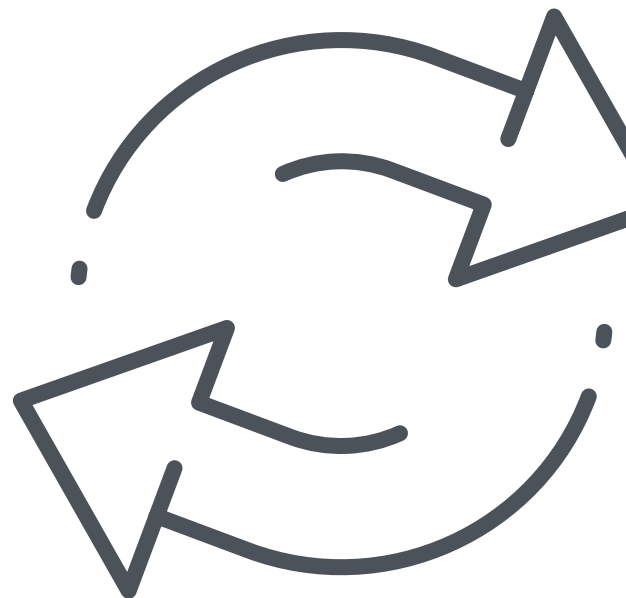
Apprentices must achieve at least a pass in all the end-point assessment methods to get an overall pass.

In order to achieve an overall EPA 'merit', apprentices must achieve a pass in any one assessment method and a distinction in the other assessment method.

In order to achieve an overall EPA 'distinction', apprentices must achieve a distinction in both assessment methods.

Grades from individual assessment methods should be combined in the following way to determine the grade of the end-point assessment as a whole:

Project Report with Presentation, Questions and Answers	Professional Discussion	Overall Grading
Fail	Fail	<b>Fail</b>
Any grade	Fail	<b>Fail</b>
Fail	Any grade	<b>Fail</b>
Pass	Pass	<b>Pass</b>
Pass	Distinction	<b>Merit</b>
Distinction	Pass	<b>Merit</b>
Distinction	Distinction	<b>Distinction</b>



## Resits and Retakes

An apprentice who fails an assessment method, and therefore the end-point assessment in the first instance, will be required to resit any failed assessment methods only.

A resit is typically taken within 1 month. The timescale for a retake is dependent on how much re-training is required and is typically taken within 2 months of the fail outcome notification.

Failed end-point assessment methods must be resat or retaken within a 6-month period from entering gateway otherwise the entire EPA will need to be resat or retaken in full.

For more information on grading criteria please refer to the apprenticeship standard assessment plan by searching via:

**<https://www.instituteforapprenticeships.org/apprenticeship-standards/>**

For more information on resits, retakes and cancellations please contact: **[info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)**



# Independent End-Point Assessment Organisations

Professional Assessment is a registered end-point assessment organisation.

Professional Assessment is responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable, and consistent, in line with the relevant regulatory requirements for end-point assessment.

...find out more

Email: [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)

Call: **0800 160 1899**

Visit: [professionalassessment.co.uk](https://professionalassessment.co.uk)



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