



Professional
Assessment Ltd

Level 5

Operations/ Departmental Manager

(STO385/APO2)

End Point Assessment





The Independent End-Point Assessment

Once a successful gateway review has been completed, your training organisation will notify Professional Assessment. We will then organise an assessment planning meeting with the employer and apprentice. Professional Assessment will advise all parties of the requirements of this meeting. At the planning stages, we will together, agree timings and dates for all the required assessment components.

The end-point assessment begins when the EPAO confirms that the apprentice has successfully passed through the gateway and has achieved the appropriate functional skills, unless in the opinion of the EPAO exceptional circumstances apply.

Summary of the End-Point Assessment process

The apprentice will be assessed to the apprenticeship standard using five complementary assessment methods. The assessments are synoptic and take a view of the overall performance of the apprentice in their specific job role.

The assessments that will be completed by the independent end-point assessment organisation are as follows: (The first four assessment activities can be completed in any order, but we recommend they are completed in the order suggested).





Assessment of Portfolio of Evidence

The portfolio of evidence will be produced by the apprentice over the course of the programme and submitted to the end-point assessment organisation for review. The portfolio will demonstrate their best work, enabling them to demonstrate how they have applied their knowledge and understanding in a real work environment to achieve real work objectives.

The completed portfolio will be assessed by the independent end-point assessor who makes their own judgement on the quality of the work. It will comprise of a collection of evidence, which can be written; audio and video evidence, preferably in an online portfolio.

Evidence must demonstrate the application of knowledge, skills and behaviours within the standard.

Evidence can include testimonies; reviews; observations; product evidence; reports; presentations; peer and line manager feedback.

The portfolio should be submitted before the competency based interview.

Portfolio has a 20% weighting.



Knowledge Test

The knowledge test is designed to test the apprentice's knowledge of what they've learned throughout the apprenticeship. A series of different scenarios and situations are used to determine the apprentice's knowledge across a range of topics, in relation of the knowledge requirements of the standard.

Scenario-based questions.

Exam conditions apply.

Online or paper based tests available.

Time-limit applies (to include reading time).

Number of questions may vary dependent on the format of the test.

Test has a 30% weighting.



Structured Competency Based Interview

The competency based interview assesses the ability to show applied learning across a range of standard requirements.

Structured, timed interview led by the independent end-point assessor.

The interview can be conducted using a range of media (telephone interview, live media, online or written), whichever is the most appropriate for the apprentice.

Competency based interview has a 20% weighting.





Work-Based Project, Presentation and Q&A Session

The Work Based Project provides a substantive evidence base to demonstrate the application of the skills, knowledge and behaviours within the standard. It will be submitted to the independent assessor, who will ensure that it demonstrates competence.

The apprentice will then present the project to a panel comprising the independent assessor, training provider and employer:

- 15 minute presentation which describes the objectives and outputs of their work based project
- Panel review and questions which will require the apprentice to draw on their experiences throughout their apprenticeship but will also focus on the findings/recommendations made within their work-based project activity.

Work-based project, presentation and Q&A session has a 20% weighting.



Professional Discussion

The apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship, which will include:

- Activity undertaken during the Level 5 Diploma or learning activities generally
- Details of any formal or informal learning undertaken
- Details of any professional discussions undertaken or support provided through Professional Bodies.

Professional Discussion conducted with the independent end-point assessor.

Professional Discussion has a 10% weighting.



Completion

The end-point assessment activities are graded. Successful grades are a pass, merit or a distinction and the final grade is based on the apprentice's combined performance across all of the assessment activities. In order to pass the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment activity this should be re-assessed as soon as the apprentice is ready and when practicable for the business. Should they fail two or more activities a period of further training and development lasting between one and three months must take place before a retake.

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

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

and for more information on re-sits, re-takes and cancellations please contact: info@professionalassessment.co.uk



Grading

An apprentice cannot achieve a pass, without passing every element and there are three grades for this standard: pass; merit and distinction.

Overall pass	50-59%
Overall merit	60-69%
Overall distinction	70%+

Independent End-Point Assessment Organisations

Professional Assessment is registered on the ESFA register of end-point assessment organisations.

Professional Assessment is responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent.

...find out more

Email: info@professionalassessment.co.uk

Call: **0800 160 1899**

Visit: professionalassessment.co.uk



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