

# Additional sites information statement

## Overview

To conduct efficient and timely end-point assessments, it is imperative PAL has up to date and accurate information regarding contacts for providers, employers, and apprentices and this includes site (location) information.

PAL uses epaPRO as their platform for managing end-point assessment. This is a platform and system used by many EPAOs and is a secure and easy to use system, that enables providers and employers view registered apprentices, EPA progress and results.

Named contacts within providers and employers will have access to dedicated epaPRO accounts, these are set up by the PAL EPA team and can be updated by relevant parties.

The PAL EPA team are always on-hand to support with epaPRO access and use and will assist with any changes to details and they can be contacted via [epasupportservices@professionalassessment.co.uk](mailto:epasupportservices@professionalassessment.co.uk) PAL's freephone number 0800 160 1899.

## Informing Professional Assessment Limited

PAL will provide on-boarding training for new employers and providers, and this can be arranged using the above email address. epaPRO user guides are also available on the PAL Padlets, a suite of on-line resources which all providers and employers have access to, once an apprentice is registered with PAL.

Provider and employer contact information should be made available, post the service level contract signing and updated as required, ideally by the provider or employer, or through communication with the PAL EPA team.

PAL recognises that larger national training providers may have several office locations and key personnel who are located in different areas of the country and have different roles, it is important from the outset of working with PAL, training providers (this includes colleges) furnish PAL with the names and contact details of their key personnel who are responsible for EPAO liaison, as well as providing information on the senior quality person and a contact for accounts and invoicing.

For employers with multi-sites again PAL needs to know which sites apprentices work at, and who are site contacts, as well as a main contact who oversees apprenticeship delivery on behalf of the employer.

PAL needs to ensure the data we hold on epaPRO is accurate and current, in relation to Apprentice's location and employer (site) address. Such information is important as PAL needs to ensure that we are compliant with a range of conditions and regulations, as well as ensure our assessment scheduling is efficient and effective.

**It should also be noted any serious quality issue found at one site may affect all sites in respect of assessment scheduling and requests for certificates. Additionally, our terms and conditions and policies and procedures apply to all sites.**

For training providers and colleges, we need to know who the lead contact is for Apprenticeship delivery and EPAO liaison. The Lead if part of the senior management team, can delegate a different person as PAL's made point of contact, with the provision that individual can act on behalf of the Lead and has the appropriate authority and

responsibility, within the organisation. The Lead or their nominated representative needs to provide us with information about:

- The process for registration and accurate data processing and how many logins they require
- The process for making accurate forecasts regarding gateway readiness and updating epaPRO to ensure dates for gateway are accurate and early leavers from programmes are notified to our EPA team
- The process for formative assessment and practice and mock assessments and who is responsible for ensuring apprentices know who the EPAO is, and how to access the PAL Padlets. Accessing the PAL Padlets does help all parties, and specifically the apprentice effectively prepare for EPA
- The management of quality assurance to include the process for establishing assessment readiness with the employer and apprentices
- Portfolio compilation, what platform or platforms are used, or whether manual portfolios are used
- What provision may be required for reasonable adjustments and what these may look like (detailed information regarding individual apprentices will be submitted nearer the time to assessment, as per PAL's policy and guidance
- Access to the PAL website and any queries regarding any of the published PAL policies

For employers we need to know who the site contact is and if an organisation works across several sites, is there a central contact, who needs to be appraised of assessment activities. Making sure we also have the correct address to advise the Apprenticeship service where to send the certificate, avoids the additional administration of certificates not getting to the right person, or certificates going missing or not being passed onto the apprentice.

### *Assessment of standards at site locations*

In order to deliver timely and responsive assessments, we need to know where apprentices are based, particularly where on-site assessment is a mandatory assessment requirement. This is to ensure we can allocate assessors that ideally are local to the assessment site.

Understanding the nature of the business for example shift patterns; health and safety considerations; any special security arrangements, requirements for additional PPE, help us prepare our assessors and ensure an assessment is not delayed or disrupted due to inappropriate planning and optimum times for assessment activities are factored into the assessment scheduling.

### *Assessments additional information*

Advising us of reasonable adjustments, in line with our relevant policy and guidance, also allows us to make appropriate arrangements in an orderly fashion. PAL recommends that reasonable adjustments requirements for EPA are discussed with us, approximately three months before the planned gateway date, this timeline ensures currency for the adjustment request, offers sufficient planning time, and allows the PAL assessor to confirm the arrangements with the apprentice at the EPA planning meeting.

As well as site information, accurate information regarding assessment media, for example if remote assessment is permitted, it is useful to know if the apprentice is confident about and able to make use of such assessment interventions.

PAL understands there are times where an apprentice changes site, moves from one employer to another and in some instances changes the standard, to help us plan assessments, such changes need to be updated on epaPRO.

Where the assessment has to be carried out in test conditions, information regarding site/centre facilities and a suitability check, as well as discussing invigilation arrangements and keeping PAL updated means all parties can

ensure the apprentice has the best possible assessment experience and the potential for technical issues are minimised.

Where assessment activities require an employer presence or a panel made up of employer representatives, ensuring PAL has the correct contact details of these people, facilitates an efficient and fair assessment process.

PAL wants to deliver responsive assessments, within the assessment window timeframe, to do this and ensure a rigorous and reliable assessment experience for all apprentices across all standards it helps if we know:

- Registrations are accurate for our pipeline forecast
- All apprentices are registered as required, and the information provided is correct to include personal details and standard the apprentice is working on- registration dates need to be aligned to the correct version of the assessment plan, PAL will check this
- Apprentices work locations details are accurate
- Reasonable adjustment requirements at a time as specified earlier in this statement
- Access arrangements (to include accessing sites or accessing and using software technology to execute remote assessment)
- Gateway dates are updated to reflect as accurately as possible when an apprentice may be ready for assessment
- If an employer or provider wants cohort assessments, with all apprentices being assessed within a specified timescale

Having this information will help PAL meet your end-point assessment requirements in an effective and efficient manner.

This statement is supported by our contracting process and underpinned by policies that include our EDI series of policies; Special Considerations and Reasonable Adjustment policy; Maladministration and Malpractice policy; Appeals and Enquiry Policy; Confidentiality policy.

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Person Responsible for review: Business Operations Director

This Policy has been agreed by Linda Martin, Managing Director