



# End-Point Assessment Handbook and Specification for Funeral Director Level 3 ST0584/AP01



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## Summary of Revisions to End-Point Assessment Guidance and Specification

Summary of Revisions	Assessment Plan Revised Version Number	Date of Revision
Learning outcomes added for the knowledge test criteria table – Table 1	n/a	01/08/2023

## Section 1

### Overview

The end-point assessment in this specification relates to the Funeral Director Apprenticeship ST0584 version AP01. The apprenticeship is at Level 3 and is for apprentices who arrange, conduct, and manage funerals.

A funeral director:

- Has overall responsibility for the client and the deceased by arranging, conducting, and managing the funeral.
- Acts as a role model, mentor, and coach to the team.
- Liaises with a wide range of other organisations and services on behalf of the client to deliver the funeral.
- Briefs and leads the team on the day of the funeral and is the central point of contact, coordination, and escalation of feedback.
- Creates and develops sensitive working relationships with clients and stakeholders such as suppliers, the police, coroners, and medical personnel.
- Is the first point of contact for colleagues regarding specialist funeral services such as exhumation, bequeathal, repatriation, military funerals, burial at sea and multiple funerals.

Day to day operations include

- Planning and coordinating arrangements and resources for funerals.
- Overseeing pre-funeral checks.
- Ensuring the funeral meets the needs of the client.
- Assisting in the preparation and presentation of coffins and the deceased.
- Delivering third party products and services.
- Pre-need and aftercare services.

Funeral directors must act as an ambassador by upholding the reputation and professional image of the business and actively develop relationships within the local community. They will converse with local customs and practices (all denominations and faiths) and utilise market data to become the funeral director of choice in the area. Funeral directors will work out-of-hours on a rota basis and cover a variety of roles within the funeral sector both on and off site.

The typical duration for this apprenticeship is 12 months but this will depend on apprentices' previous experience and their access to opportunities to gain the full range of competences. The minimum duration of training for any apprenticeship is 366 days, before entering end-point assessment.

To achieve the apprenticeship certificate, apprentices are required to successfully complete their on-programme period of learning and development and the end-point assessment. The purpose of the end-point assessment is to confirm that apprentices have met the required level of knowledge, skills and behavioural standards set by employers.

The overall apprenticeship is graded as fail, pass or distinction.

To achieve the apprenticeship certificate, apprentices are required to successfully complete the:

- On-programme period of training and development, including achieving the required Level 2 maths and English qualifications.
- End-point assessment (EPA) - all components, within the assessment window.

The certificate for the apprenticeship is awarded by the Institute for Apprentices and Technical Education (IfATE), through a process administered by the Education and Skills Funding Agency (ESFA).

As the end-point assessment organisation, Professional Assessment Ltd (PAL) will claim for the certificate on behalf of the apprentice. Certificates are sent to the nominated employer, and it is the employer's responsibility to ensure the apprentice receives the certificate.

The standards and accompanying assessment plan can be accessed via the [Institute for Apprenticeships and Technical Education](#).

<b>Standard Title</b>	Funeral Director
<b>Level</b>	3
<b>Standard and Version (AP) Number</b>	ST0584 Version AP01
<b>LARS Number</b>	411
<b>Qualification Number</b>	tbc
<b>External Quality Assurance Provider</b>	Ofqual
<b>Duration of End-Point Assessment</b>	3 months
<b>Date the Assessment Plan is scheduled for review</b>	This standard should be reviewed within 3 years of its approval date
<b>Mandatory Qualifications within the Standard</b>	English and maths Level 2
<b>End-Point Assessment Methods</b>	<p>The end-point assessment is designed to test the apprentice throughout the entire standard, the assessment methods used to achieve this are as follows:</p> <ul style="list-style-type: none"> <li>➤ Knowledge test</li> <li>➤ Simulated scenario</li> <li>➤ Professional discussion</li> </ul>

## Introduction

This handbook contains the relevant information and guidance required of apprentices to achieve the end-point assessment for the Funeral Director Apprenticeship ST0584 version AP01 and should be used in conjunction with the Funeral Director ST0584/AP01 Padlet<sup>1</sup> – End-Point Assessment Information for Apprentices, Training Providers and Employers.

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*The overarching aim of the end-point assessment is to ensure that the apprentice meets the standard set out by employers of the relevant sector and that they are fully competent within their job roles. An apprentice must successfully complete all the end-point assessment components to receive the apprenticeship certificate.*

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*References to third-party material made in this specification are made in good faith. PAL does not endorse, approve, or accept responsibility for the content of materials, which may be subject to change, or any opinions expressed therein. (Material may include textbooks, journals, magazines and other publications and websites.)*

*All information in this specification is correct at time of publication.*

PAL has worked in close collaboration with employers, other assessment organisations and experts from professional bodies and training providers in developing the assessment tools for this end-point assessment. We are grateful to all who have generously shared their time and expertise to help us in the development process.

The end-point assessment (EPA) is an assessment of the knowledge, skills and behaviours outlined in the apprenticeship standard, which have been learned throughout the apprenticeship programme. The purpose of the end-point assessment is to make sure that the apprentice meets the standard in its entirety.

All apprentices must undertake the independent end-point assessment at the end of the on-programme phase of training when their employer, and in some cases their training provider, is satisfied that they have met the 'Gateway' criteria to undertake the assessment. Apprentices will not be awarded the apprenticeship certificate until they have successfully completed the end-point assessment.

The end-point assessment can be delivered only by a registered assessment organisation, which must be independent of the employer, or any party involved in the delivery of the on-programme phase of the apprenticeship. In this context, independence, means without influence or bias and the independent assessor assigned is not affiliated to the employer or any training partner involved, and notably the independent assessor has played no part in the training of the apprentice.

All assessment decisions for this standard's end-point assessment must be made by the independent assessment organisation.

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<sup>1</sup> A Padlet is an on-line wiki-based resource, made available to all PAL clients. Resources are updated centrally, so the latest information can be accessed via the Padlet

PAL has been working closely with occupational experts, employers, and training providers in the development of end-point assessment tools to ensure that they are:

- Valid and appropriate to assess occupational competence in the relevant industry and will deliver reliable outcomes.
- Fair to all apprentices and help them to make progress in their lives.
- Manageable for apprentices and the industry and can be delivered effectively and efficiently in the vocational setting.

## Apprenticeship standard objective

The overall goal of the end-point assessment is to ensure that the apprentice has met the required level of knowledge, skills and behavioural standards set by employers and approved by the IfATE and that they are confident and competent in their role to take on responsibilities to deliver clearly defined business outcomes.

## Progression

On completion of the apprenticeship, the apprentice could progress into a branch, area, or regional manager for a large organisation.

## Who is Professional Assessment Ltd (PAL)?

PAL provides services for training providers to include colleges and employers involved in the delivery of apprenticeships and adult learning. Our offer includes:

- End-point assessment for a wide range of apprenticeship standards. Our dedicated team offers national coverage and has built up extensive experience in administering the latest end-point assessments.
- Compliance and audit services. Our funding compliance team tailor their support to meet your specific needs; from ad-hoc advice and support to full ESFA-style audits.

The link to our website can be located by clicking [here](#).

## What is needed prior to end-point assessment?

The employer and training provider must confirm that the apprentice has met the on-programme requirements and the apprentice is ready to undertake the end-point assessment.

The employer and training provider must hold a 'Gateway' review to agree that the apprentice has gained the required level of knowledge, skills, and behaviours, along with an English and maths qualification at a level 2 prior to end-point assessment as set by the apprenticeship standard.

*For those with an education, health and care plan or a legacy statement the apprenticeship's English and maths minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for those whom this is their primary language.*

Please check with the EPA team via [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk) if you do not know which English or maths qualifications are accepted. Evidence of qualifications must be in the form of a certificate.

To confirm the Gateway review has taken place, the employer, training provider and apprentice are required to complete a Gateway Declaration Record, an example of which is included in the Appendix of this specification.



Alternatively, training providers and employers can use their documentation, with the caveat that the document must record the information as stipulated on the PAL Gateway Declaration Record.

PAL will not confirm an end-point assessment booking until the required evidence is submitted. For auditing purposes, the Gateway Review Record should either be signed or dated by all parties, or email/DVR confirmation provided that all parties have agreed on readiness.

The recommended approach during the on-programme assessment phase (month 1-12) to ensure that the apprentice is on track is based on the employer's performance management process with the following key elements:

- Line manager uses the formal performance management process and regular 1:1s to discuss progress in the apprenticeship, provide feedback and guide development.
- The training provider can support this (if required) by ensuring that the requirements of the apprenticeship are reflected in the performance management process and filling any gaps through their work with the apprentice.
- The training provider can also support the apprentice on understanding the learning journey, providing advice and guidance on learning strategies and tools that will support the apprentice's preferred learning style and improve their learning agility.
- Regular check points between the line manager and training provider (aligned with the performance management process) to ensure that the apprentice is on track and agree how any issues will be addressed.
- Apprentices should be strongly encouraged to create a learning record that contains examples of their learning and areas for development/action points as they go through the apprenticeship.
- The training provider can carry out mock end-point assessments with the apprentice.

The Gateway decision regarding readiness will be taken by the line manager (or appropriate employer) representative and apprentice with input from the training provider.

## Language of assessment

All components of the end-point assessment will be conducted in English.

Apprentices may be assessed in British Sign Language where it is permitted for the purpose of reasonable adjustment.

Further information on special considerations and reasonable adjustments can be found in our Special Considerations and Reasonable Adjustments policy.

## Section 2

### How is end-point assessment delivered?

The apprentice will be assessed to the apprenticeship standard using three discrete assessment methods. Each assessment method should directly assess the required knowledge, skills, and behaviours of the standard.

The assessment activities will be completed by the independent assessor as follows:





- Knowledge test.
- Simulated scenario.
- Professional discussion.





There is no mandated assessment sequence. The result of one assessment does not need to be known before starting the next.

The content and structure of the assessment methods is provided by PAL to ensure consistency across all apprentices. The employer, with the support of the training provider where appropriate, will work with the apprentice to agree how the apprentice goes about completing the components of the end-point assessment and will provide guidance along the way as required. The training provider will ensure that the evidence presented for end-point assessment meets the assessment plan requirements but does not have a role in the formal end-point assessment or grade decision.

Apprentices who fail one or more assessment method will be awarded an overall EPA grade of 'fail'. To gain an overall EPA 'pass' grade, apprentices must achieve a pass in all of the assessment methods. All assessment methods must be passed for the end-point assessment to be passed overall.

The following chart sets out the sequences of the Gateway review and end-point assessment. Note – the assessments can be taken in any order.

Apprentice/Employer/Training Provider		PAL
Apprentice registered with PAL prior to the Gateway review.		<ul style="list-style-type: none"> <li>▪ ESFA advised of EPAO.</li> <li>▪ EPAPro log-in credentials provided.</li> <li>▪ Access to a range of assessment guidance materials available.</li> </ul>
Gateway review held between the training provider, employer, and apprentice to confirm assessment readiness. <ul style="list-style-type: none"> <li>▪ Evidence of English and maths requirements having been achieved.</li> </ul>		<ul style="list-style-type: none"> <li>▪ Declaration received that the apprentice is ready for assessment.</li> <li>▪ Gateway evidence received.</li> <li>▪ PAL approves or rejects the Gateway evidence. If rejected, the training provider to resubmit as required.</li> </ul>
PAL contacts employer and apprentice. PAL undertakes assessment planning meeting with apprentice and employer and assessment schedule agreed.		<ul style="list-style-type: none"> <li>▪ Assessment plan completed. Dates will be agreed for all methods of assessment to meet with the Funeral Director Assessment Plan and to allow for reasonable resit or retake activities within the required window, wherever possible.</li> </ul>
Apprentice undertakes the knowledge test assessment. <ul style="list-style-type: none"> <li>▪ Test duration is a maximum of 55 minutes.</li> </ul>		<ul style="list-style-type: none"> <li>▪ Test result graded.</li> </ul>

Apprentice/Employer/Training Provider		PAL
Apprentice undertakes the simulated scenario. <ul style="list-style-type: none"> <li>Scenario activity must last for 60 minutes (+ 10% at the independent assessor's discretion).</li> </ul>		<ul style="list-style-type: none"> <li>Simulated scenario completed.</li> <li>Assessment graded.</li> </ul>
Apprentice undertakes the professional discussion assessment. <ul style="list-style-type: none"> <li>Professional discussion assessment must last for 75 minutes (+ 10% at the independent assessor's discretion). Please note, the agenda is not shared in advance.</li> </ul>		<ul style="list-style-type: none"> <li>Professional discussion completed, responses to questions assessed.</li> <li>Assessment graded.</li> </ul>
		<ul style="list-style-type: none"> <li>Overall grading undertaken – IA confirms to PAL grades for all assessment elements and overall grade using grade descriptors as detailed in the assessment plan.</li> <li>IQA undertaken.</li> <li>Assessment outcome provided within the assessment window timeframe.</li> </ul>
Employer informed of the outcome of end-point assessment via email from <a href="mailto:epasupportservices@professionalassessment.co.uk">epasupportservices@professionalassessment.co.uk</a> Apprentice and training provider are copied into the communication.		<ul style="list-style-type: none"> <li>Assessment reports will record decisions and grades. If a resit or retake is required, it is important that the relevant parties refer to the EPA summary record.</li> <li>Assessment decision data collated and used to inform standardisations processes and quality assurance.</li> <li>Assessment outcome provided to the training provider and apprenticeship service.</li> <li>Certificate requested where a pass or higher grade for all aspects of end-point assessment are achieved.</li> <li>Data provided to the regulator as necessary.</li> </ul>

## Who can carry out end-point assessment?

Independent assessors/the end-point assessment organisation for this standard are required to:

- Have significant relevant practical experience in a funeral director role.
- Have recent relevant experience of the occupation/sector gained in the last two years or significant experience of the occupation/sector. This should be at least at the same level as the standard.
- Hold a recognised funeral qualification at Level 3 or higher.
- Undertake a minimum of two days continuing professional development relating to the actual job role per year.
- Have a sound understanding of the Funeral Director Apprenticeship standard and have no relationship with the apprentice or the employer.
- Attend a minimum of two standardisation events annually.
- Have sufficient resources to carry out the role of independent assessor i.e., time and budget.

All independent assessors that meet the above criteria are trained and approved by PAL to ensure that they are capable carrying out end-point assessments in a fair and consistent manner to make reliable judgments.

PAL requires all end-point assessment staff to hold a recognised assessment qualification.

PAL will be responsible for all aspects of the end-point assessment for this standard and will review the evidence against the standard to ensure that the grading criteria have been met for each method of assessment.

### Internal quality assurance requirements

PAL requires all quality assurance staff to hold a recognised internal quality assurance qualification. IQA staff are subject to the requirements of an independent assessor as outlined above and must show competence in subject specialist areas to be approved in internal quality assurance. Quality assurers are monitored to undertake continuous professional development, to ensure the currency of their industry specific knowledge and practice.

PAL implements validation and quality assurance policies and processes to ensure that all assessments are robust, fully align with the independent end-point assessment requirements, and are assessed consistently, reliably, and fairly by all independent assessors. Policies can be shared upon request, please contact [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk). Essential policies are also available via our website.

In accordance with these policies PAL will:

- Develop and maintain a set of assessment tools, to be used by all independent assessors when carrying out assessments.
- Ensure independent assessors for the standard meet with the assessment plan competency requirements.
- Train and develop all independent assessors to ensure reliable and consistent assessment of the standard.
- Apply robust quality assurance and verification processes to assessments, e.g., the use of standard formats, moderation, and standardisation of marking and assessment decisions.
- Apply and follow the appeals and disputes policy and procedure in response to any legitimate appeal or dispute.
- Hold standardisation and moderation activities of assessment process.
- Communicate with third parties any concerns or issues that may impact on assessment activities or outcomes.

### External quality assurance requirements

External quality assurance for the Funeral Director Apprenticeship is undertaken by Ofqual.

### Standardisation and moderation

All independent assessors are required to attend standardisation and moderation activities, to ensure the consistency of the assessment approach and to ensure assessment grading is aligned to the relevant assessment plan requirements. Standardisation activities are carried out on an on-going basis such meetings can be in the format of traditional meetings or via hangouts.

IQAs may accompany or 'remote in' with independent assessors carrying out EPA to ensure that it is being administered safely, securely and in line with PAL guidance.

For further information on quality assurance, standardisation and moderation please see our policies, or contact our quality team via [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk).

## Section 3

### Grading

All end-point assessment methods must be passed for the end-point assessment to be passed overall.

To achieve a pass, all methods must be passed.

To achieve a distinction, the apprentice must achieve a distinction in all three 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:

Knowledge Test	Simulated Scenario	Professional Discussion	Overall Grading
Fail	Any	Any	Fail
Any	Fail	Any	Fail
Any	Any	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Distinction	Pass	Pass	Pass
Pass	Distinction	Distinction	Pass
Distinction	Distinction	Pass	Pass
Distinction	Pass	Distinction	Pass
Distinction	Distinction	Distinction	Distinction

### Preparing apprentices for end-point assessment

To ensure that apprentices develop the knowledge, skills and behaviours that underpin occupational competence, it is recommended that they follow a structured programme of training and development. The period of training and development must include the minimum ESFA requirements for off-the-job training, away from the day-to-day job. Please refer to ESFA guidance and funding rules regarding the definition of what training interventions are permissible under the ruling and responsibilities for recording and evidencing off-job training activities.

To prepare apprentices effectively, it is recommended that employers and/or training providers should:

- Have a good understanding of the apprenticeship standard and the structure and format of the end-point assessment.
- Plan and implement a learning and development programme based on the apprenticeship standard, with regular reviews of progress and readiness, to ensure apprentices develop the required knowledge, skills, and behaviours.
- Use formative assessments and mock assessments to help prepare apprentices for the end-point assessment.

It is recommended, that the on-programme assessment includes:

- Regular performance reviews between the apprentice and a senior manager.
- Opportunities given and evidence generated to cover all assessment criteria.
- Feedback from line manager/employer.

## End-point assessment planning and scheduling

Employers and/or training providers must have an agreement in place to conduct end-point assessments with PAL, we regularly check the ESFA portal to review pipeline business and ensure that training providers who wish to work with us, are attached to us, as EPAO for the relevant standard(s).

Apprentices must be registered and booked on to their end-point assessment in sufficient time to allow adequate planning and scheduling of the assessments. PAL encourages communication with all parties, in respect of apprenticeship progress and status and our accounts team will periodically communicate directly with other stakeholders, to seek clarification and updates regarding apprentices' assessment readiness. Once the employer or training provider has confirmed a gateway date, PAL will arrange a planning meeting on receipt and validation of the gateway evidence.

The planning meeting is attended by the employer, apprentice, and PAL. The purpose of the planning meeting is to share information with PAL, to support the assessment process and to agree a plan for the upcoming assessment activities for the apprentices. The independent assessor/PAL representative will agree a plan and schedule for each assessment activity to ensure that all assessment components can be completed within the end-point assessment time. The meeting can be conducted remotely using appropriate technology.

The end-point assessment will be conducted over a period of 3 months at the end of the apprenticeship. Assessments cannot take place if the apprentice has not served the minimum time in training and we require employers and training providers to check this requirement has been met, before submitting Gateway evidence.

## Reassessment

PAL's Resit and Retake policy will apply in the event of reassessments, and we will discuss arrangements for such activities with all concerned parties.

Reassessments do incur a charge. All fees are detailed in PAL's pricing policy and outlined in the contracting process.

Reassessments wherever possible will be carried out by the original independent assessor, but if this is not possible PAL reserves the right to assign a different independent assessor.

## Resits and retakes

Apprentices who fail one or more assessment methods will be offered the opportunity to take a resit or a retake. A resit does not require further learning, whereas a retake does. Apprentices should have a supportive action plan to prepare for a resit or a retake.

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.

Any assessment method resit/retake must be taken during the maximum end-point assessment period otherwise, the entire EPA must be retaken, unless in the opinion of PAL exceptional circumstances apply outside the control of the apprentice or their employer.

Where any assessment method has to be resat or retaken, the apprentice will be awarded a maximum end-point assessment grade of pass, unless PAL determines there are exceptional circumstances.

Resits and retakes are not offered to apprentices wishing to move from pass to a higher grade.

## Reassessment requirements for each component

If the apprentice fails the **knowledge test**, they will be required to take another test with a different set of test questions.

If the apprentice fails the **simulated scenario**, they will be required to undertake another assessment using a different scenario.

If the apprentice fails the **professional discussion**, a further, different professional discussion will be carried out.

## Capping

Where any assessment method has to be resat or retaken, the apprentice will be awarded a maximum end-point assessment grade of pass, unless PAL determines there are exceptional circumstances requiring a resit or retake.

## Booking reassessments

The timescale for any reassessment will be agreed on a case-by-case basis, with PAL. As part of that agreement, any reassessments must not provide an apprentice with an unfair advantage over others.

## Section 4

### Assessment methods

All end-point assessments should take place within the apprentice's usual working hours and will be planned by the PAL representative with the apprentice and line manager at the planning meeting to comply with the assessment plan and business requirements.

Assessment decisions will not be communicated by the independent assessor straight away, they will document and record their assessment decisions. These decisions are then shared for internal quality assurance checks prior to being communicated to the apprentice, employer, and training provider. Employers can access a record of assessment by accessing EPAPro. User guides are available for training providers and employers that detail how reports can be viewed.

### Sample Assessment Materials

For this standard, PAL provides:

- A sample knowledge test and mark scheme.
- A mock simulated scenario and mock assessment record.
- A mock professional discussion assessment record with sample questions.

All sample materials can be accessed from the Funeral Director ST0584/AP01 Padlet.

### Assessment method 1 – Knowledge Test

#### Key facts about the test

The test will comprise of scenario-based multiple-choice questions (MCQ) which test the knowledge areas of the standard.

The assessment will be comprised of 30 MCQ and the apprentice must choose one correct answer from four responses per question – each question is worth one mark.

The apprentice has 55 minutes to complete the test.

The test is externally marked, and results are communicated to the independent assessor.

The assessment is available in both paper-based and online formats.

#### Knowledge test grade boundaries

Total Mark	Grade
25-30 marks	Distinction
18-24 marks	Pass
0-17 marks	Fail



## Knowledge test specifics

The test will contain questions in the following areas of the apprenticeship standard.

**Table 1: Knowledge Test Criteria**

Theme	Learning Outcomes	Core Knowledge
<b>Client</b>	1.1	K1 How to support team members to establish clients' needs and wishes when dealing with clients during the grieving process.
	1.2	K2 The importance of accurately assessing client needs.
	1.3	K3 The profile of the current client base and the business aims and objectives for client services.
	1.4	
	1.5	K4 The importance of acting on behalf of the client.
	1.6	K5 How to handle client concerns, complaints and compliments which have been escalated to them.
<b>Reputation</b>	2.1	K6 How to manage the protection of the business reputation based on business values, vision, aims and behaviours.
	2.2	K9 How technology and applications affect business objectives and reputation.
<b>Leadership</b>	3.1	K11 How and why to carry out a team brief/debrief.
	3.2	
	3.3	K12 Team dynamics and different leadership styles.
	3.4	
	3.5	K15 How to support team members during the funeral arrangement process.
	3.6	K16 Limits of own authority within the business and who decision makers/ stakeholders are in the business.
3.7		
<b>Legal &amp; Governance</b>	4.1	K17 All legislation relating to the sector, including the roles and responsibilities of external agencies and authorities.
	4.2	
	4.3	K18 Business governance requirements relating to funeral procedures and working with the deceased and the client.
	4.4	K19 The legalities surrounding specialist funeral services.
<b>Products &amp; Services</b>	5.1	K25 The importance of keeping the team up to date with new and current products and services.
	5.2	K26 How to promote products and services to the team and local community.
<b>Communication</b>	6.1	K29 The importance of managing and avoiding conflict.
<b>Administration &amp; Finance</b>	7.1	K31 The principles of operating commercially and ethically (social responsibility).
	7.2	

## How can a Funeral Director apprentice prepare for the knowledge test?

The training provider should be able to provide opportunities for the apprentice to undertake practice questions and one mock test. PAL strongly recommends that practice questions, and the results of a mock test are used to determine readiness at the gateway review.

The apprentice should:

- Revise/prepare for the test, referring to the knowledge requirements of the standard and undertaking research.
- Complete practice questions.
- Complete and pass a mock test within the allocated test time and under controlled conditions.

## Examination conditions

The assessment is a closed book test, and this means the apprentice is not permitted to access any external references or use any resources, materials or take in notes into the test environment. The test must be independently invigilated. The invigilator must be an independent person employed by PAL.

The assessment can be conducted either on or off the employer's premises but must be undertaken under the correct examination conditions to comply with Professional Assessments Ltd Invigilation policy. PAL must verify the suitability of the test venue and the identity of the person taking the test. PAL must ensure appropriate methods to prevent misrepresentation, for example, screen share and 360-degree camera function with an administrator/invigilator where the test is taken remotely.

Some of the key conditions for the assessment are:

- A controlled environment (away from day-to-day work pressures, distractions, and influence).
- The environment must have suitable lighting, ventilation, and privacy.
- The apprentice must be undisturbed.
- An exam in progress sign is displayed.
- The apprentice has access to a clock.
- Where group testing is completed, apprentices must have sufficient space and will face in the same direction, the examination must begin at the same time for all apprentices, apprentices who complete their assessment sooner and others must not distract others from their assessments.

The independent assessor will ensure that an appropriate and reliable invigilator is organised to support a controlled and fair assessment. Where there is a conflict of interest, for example a relative working within the establishment, the Conflict of Interest policy will be implemented. The independent assessor will document the conflict and confirm that the invigilator used does not contradict the Invigilation policy.

Where special considerations or reasonable adjustments have been deployed, an audit trail of request and response to that request and justification for any amendments must be cited in the assessment decisions, showing compliance with the Reasonable Adjustments policy.

If there is a breach in the assessment conditions, the invigilator will stop the testing process and the assessment will be voided. Breaches of assessment protocols include:

- The assessment environment becoming unfit for testing, for example: interruptions, if the apprentice is asked to complete a work task or asked questions by a colleague, fire alarm disruption.
- If the apprentice fails to comply with the testing requirements for example: disregards rules for no mobile phones or unauthorised materials, disrupts other apprentices within a group testing environment.
- Equipment malfunction for example: loss of internet to run testing, offline testing malfunction, computer malfunction.

## Assessment Method 2 – Simulated Scenario

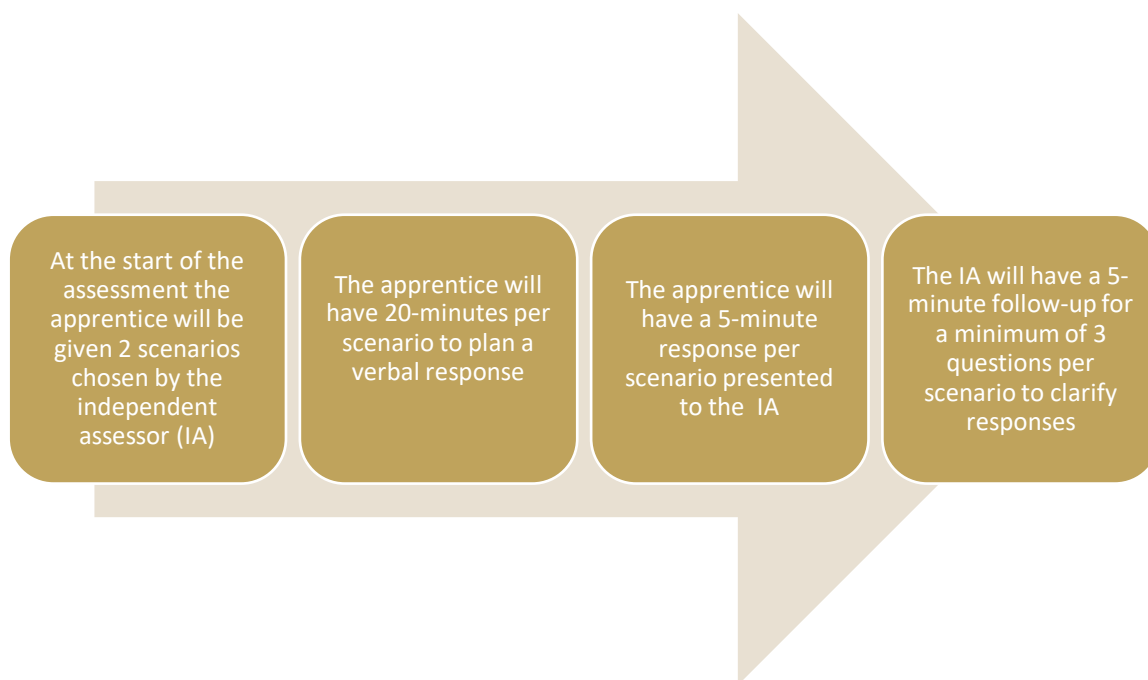
### Key facts about the simulated scenario

The apprentice will be required to demonstrate skills, competence, and behaviour in their job role. Due to the highly sensitive nature of the business, this assessment method will be via a simulated scenario

The scenarios will test behavioural, analytical, and decision-making skills based on the following realistic situations with each scenario covering a sub-set of KSBs.

The independent assessor will pick two scenarios from a bank of scenarios created by PAL. By completing two scenarios, the apprentice will demonstrate all of the required KSBs.

### What is the format of the simulated scenario?



Questions will only relate to the scenario responses and skills and behaviours being assessed by this method. The IA will select questions from the PAL simulated scenario question bank.

### How can the simulated scenario be undertaken?

The simulated scenario can be conducted using a range of media, as appropriate for the apprentice, either via online video conferencing or face to face. Remote assessment is the preferred option.

It is the responsibility of the apprentice, employer, training provider and PAL to ensure accessibility where required.

The simulated scenario must be undertaken in a controlled environment (a quiet area, free from distractions and influence) and the apprentice will be assessed on a one-to-one basis to the independent assessor.

Where the assessment is conducted using technology, fair assessment conditions must be maintained. Acceptable means of remote assessment include video conferencing/video calling and must include a two-way visual and audio link. The video call will be recorded and submitted by the independent assessor for internal quality assurance.

Where the assessment is completed face to face, the independent assessor should complete a digital recording<sup>2</sup> of the questions and responses only.

### How can a Funeral Director apprentice prepare for the simulated scenario?

- Read the guidance documents and ask questions if the information provided is not clear.
- Undertake mock scenarios with your provider throughout your programme and use the feedback provided.
- Be aware of the pass and distinction criteria for the assessment.

### How will the simulated scenario be graded?

To achieve a pass, the apprentice must achieve ALL of the pass criteria for this method of assessment through their simulated scenario. To achieve a distinction, in addition to meeting the pass criteria, the apprentice must achieve ALL of the distinction criteria.

Please see Table 2 below for the pass criteria for this method of assessment.

**Table 2: Simulated Scenario Pass and Distinction Grading Criteria**

KSBS	Pass – the apprentice must meet all of the pass criteria below:	Distinction – in addition to meeting the pass criteria, the apprentice must:
K27 S1 S3 S4 S6 S8 S13 S19 S20 S21 S22 B9 B15	Demonstrates their ability to lead the team and role model best practice by dealing directly with clients, external stakeholders, community representatives and other team members in accordance with the vision, values and objectives of the business. S1 S4	Validates decisions that they have made, giving rationale behind the decision taken along with the information used to support the decision making process.
	Supervises and manages day-to-day community involvement by promoting the business within the community and working to support the achievement of agreed financial targets, assisting with fund raising and supporting local community events and activities. S8 S6	Evaluates the impact of their actions and their involvement in local community events and activities by providing examples of how their behaviours and/or actions have affected the reputation of the business within that community.
	Communicates and cascades through the most appropriate channel in a timely manner any relevant business information including but not limited to details and updates around products and services, client and business feedback and decisions taken as a result of client input in accordance with the vision,	Formulates ideas and suggestions for business improvements taking the information gathered from customer feedback (positive or negative) and illustrating how these ideas/suggestions have been evaluated and changes implemented resulting in improved performance of individuals, team, and the wider business.

<sup>2</sup> Note in exceptional cases, PAL may allow an apprentice to be exempt from a digitally recorded professional discussion; a written record would still be required. Any exemption would need to be agreed at the assessment planning meeting and be subject to PAL’s special considerations and reasonable adjustment policy

KSBs	Pass – the apprentice must meet all of the pass criteria below:	Distinction – in addition to meeting the pass criteria, the apprentice must:
	values, and objectives of the business. *B9 S19	
	Demonstrates, monitors and role models, the effective use of communication skills and responses by to cues by handling and resolving client concerns, complaints, and compliments to drive the best results for the business. S3 B15 S22 S21 K27	
	Empowers the team to offer choice to the client, monitoring their effectiveness through observation and delivery of timely feedback to develop their performance. S20	

\*Note: criteria B9 (Share positive feedback, successes and key learnings with the team and stakeholders) can also be assessed by the professional discussion. It does not have to be achieved in both methods of assessment.

## Assessment Method 3 – Professional Discussion

### Key facts about the professional discussion

The professional discussion is a meaningful, in-depth, and two-way dialogue designed to draw out the best of the apprentice’s competence for the grading criteria assigned to this method of assessment (see Table 3). The agenda points will act as a base for the apprentice to make detailed and proactive contributions to confirm their competence. It will allow the apprentice to evidence both the knowledge gained and its application through skills and behaviours. The discussion will allow the independent assessor to thoroughly test understanding through open and follow up (clarification) questions.

The professional discussion assessment duration is **75 minutes** (+10% at the independent assessor’s discretion).

### What is the format of the professional discussion?

The independent assessor will select a **minimum of 10 open ended, competency-based questions** from the PAL professional discussion question bank, which draw out the best of the apprentice’s competence and excellence. Further questions may be asked for clarification purposes and to allow the apprentice the opportunity to cover the grading descriptors mapped to this method of assessment.

The agenda is not shared with the apprentice, employer, or training provider in advance of the assessment.

### How can the professional discussion be undertaken?

The professional discussion can be conducted using a range of media, as appropriate for the apprentice, either via online video conferencing or face to face. Remote assessment is the preferred option.

It is the responsibility of the apprentice, employer, training provider and PAL to ensure accessibility where required.

The professional discussion must be undertaken in a controlled environment (a quiet area, free from distractions and influence) and the apprentice will be assessed on a one-to-one basis to the independent assessor.

Where the assessment is conducted using technology, fair assessment conditions must be maintained. Acceptable means of remote assessment include video conferencing/video calling and must include a two-way visual and audio link. The video call will be recorded and submitted by the independent assessor for internal quality assurance.

Where the assessment is completed face to face, the independent assessor should complete a digital recording<sup>3</sup> of the presentation.

### How can a Funeral Director apprentice prepare for the professional discussion?

- Practice undertaking professional discussions with their training provider, employer, and line manager.
- Practice discussions which cover a range of topics and areas of the standard, ensuring that they can provide full answers and specific examples of tasks/situations they have been involved in.
- Practice reflecting and analysing performance to determine successes and areas for development.
- Review terminology in the assessment plan and consider how this links to their role.
- Practice professional discussions mock agendas with their training provider building up to 75 minutes to support completing them within the given timescale.

### How will the professional discussion be graded?

To achieve a pass, the apprentice must achieve ALL of the pass criteria for this method of assessment through their professional discussion responses. To achieve a distinction, in addition to meeting the pass criteria, the apprentice must achieve ALL of the distinction criteria.

Please see Table 3 below for the pass and distinction descriptors for this method of assessment.

**Table 3: Professional Discussion Pass and Distinction Grading Criteria**

In order to pass the apprentice’s answers will demonstrate how they perform to the pass criteria below.

In order to achieve distinction, in addition to the meeting the pass criteria, the apprentice must achieve ALL of the distinction criteria,

KSBs	Pass – the apprentice must meet all of the pass criteria below:	Distinction – in addition to meeting the pass criteria, the apprentice must:
K7 K8 K10 K13 K14 K20 K21 K22 K23 K24 K28 K30 K32 K33 K34 K35 S2 S5 S7 S9 S10 S11 S12 S14 S15 S16 S17 S18 S23 S24 S25 S26 B1 B2 B3 B4 B5 B6 B7 B8 B9 B10 B11 B12 B13 B14 B16 B17	Organises, supervises, and briefs the team, managing day-to-day activities of the business in line with its vision, values, and guidelines, demonstrating the ability to lead the team in meeting the needs of individual clients, the local community, and the business. K8 K13 S2 S9 S14 B1 B3 B5 B11 B14	Validates decisions that they have made, explaining the reasoning behind their decisions.
	Describes their business’s reputation and current position in the local market and demonstrates the importance of knowing who local competitors are and how they are performing. Can suggest ways to improve business performance and profitability and	Explains the improvements that they have made to the business and the impact of their actions to the local community.

<sup>3</sup> Note in exceptional cases, PAL may allow an apprentice to be exempt from a digitally recorded professional discussion; a written record would still be required. Any exemption would need to be agreed at the assessment planning meeting and be subject to PAL’s special considerations and reasonable adjustment policy

KSBs	Pass – the apprentice must meet all of the pass criteria below:	Distinction – in addition to meeting the pass criteria, the apprentice must:
	build/maintain relationships with local competitors. K7 S5 B4	
	Uses, manages, and monitors the use of a variety of technologies to access and communicate information, products, and services internally and externally. Contributes to the efficient, ethical running of the business, achieving business objectives and future growth K10 K24 K28 K32 S7 S23 B6	
	Recognises the importance of continuous development and sources information and feedback, which helps their own and colleague’s development, influencing business growth and improved performance. K20 K21 K22 K33 S16 S17 S18 S25 *B9 B12 B13	Evaluates their individual and team performance demonstrating how feedback has been analysed and changes implemented.
	Makes decisions within the limits of their own authority, escalating where necessary. Creates and implements contingency plans and leads the team in a harmonious, inclusive, and safe environment. K14 K23 S10 S11 S12 S24 B1 B2 B7 B8 B10	Assembles examples of solutions which have been applied to customer, team, and business problems.
	Demonstrates ethical operating and supervision of business administration and financial procedures. K30 B16	
	Carries out pre-funeral checks, manages and conducts routine and specialist funerals with both respect and dignity whilst meeting the individual needs of the clients and those of the business. K34 K35 S2 S15 S26 B1 B17	

\*Note: criteria B9 (Share positive feedback, successes and key learnings with the team and stakeholders) can also be assessed by the simulated scenario. It does not have to be achieved in both methods of assessment.

## Section 5

### Fails/resits and retakes

PAL's Resit and Retake policy and pricing policy are available on request. The request can be made by contacting the account management team via email on [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk).

The apprentice, employer and training provider will be advised of the outcomes, and our policy works on the specific standard assessment plan's requirements regarding resits and retakes.

### Plagiarism

Plagiarism is a specific form of cheating which applies to assignments or other types of written or recorded work completed by apprentices, where the work is meant to have been produced independently and be of their design. Plagiarism is the substantial, unacknowledged incorporation into an apprentice's work of materials derived from published or unpublished work by another person.

PAL takes all incidents of plagiarism seriously, especially those incidents which are a determined and deliberate attempt by the apprentice to gain marks for an assignment/project/report without having done a substantial portion of the work themselves. Copying of work can include work from external published sources, as well as that of other apprentices and work colleagues.

PAL's plagiarism and cheating policy can be accessed on the PAL website or by request to [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)

### Appeals, complaints, maladministration, and malpractice policies - centre/candidate

Where apprentices are unhappy with the results of their end-point assessment, the customer (either the employer or training provider) can enquire about the results. An enquiry means that PAL will invoke its Appeals and Disputes policy and procedure. Please refer to our latest emails.

To make an appeal, please contact: [epaappeals@professionalassessment.co.uk](mailto:epaappeals@professionalassessment.co.uk)

To declare a conflict of interest, please contact: [declaration@professionalassessment.co.uk](mailto:declaration@professionalassessment.co.uk)

To report a case of malpractice or maladministration please use one of the following addresses:

- If it relates to the EPAO, please contact: [epamalpractice@professionalassessment.co.uk](mailto:epamalpractice@professionalassessment.co.uk)
- If it relates to the apprentice, please contact: [apprenticemalpractice@professionalassessment.co.uk](mailto:apprenticemalpractice@professionalassessment.co.uk)
- If it relates to the employer or training provider, please contact: [eitpmalpractice@professionalassessment.co.uk](mailto:eitpmalpractice@professionalassessment.co.uk)

Note - access to these emails received under these addresses is restricted to personnel involved in compliance checks.

In the event of an appeal against the grade awarded PAL will carry out a further review of the evidence to confirm or modify the grade in line with their standard procedures.

Maladministration generally refers to a system or administrative mistake or failure, which has the potential or does not affect the assessment process and as such is reportable.

Malpractice is a grave offence and where proven will result in immediate sanctions, disciplinary action and possible dismissal and notification to the regulator, notifying them of the malpractice and action taken. Malpractice is the



term applied to any intentional and planned act to alter an assessment or quality assurance decision by changing/removing/not recording accurately or augmenting information.

PAL's Maladministration and Malpractice policy can be accessed on the PAL website or by request to [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)

### Reasonable adjustments/considerations/adaptations

Where reasonable adjustments have been requested, the assessor at the assessment planning meeting will finalise any such arrangements. Discussions regarding a reasonable adjustment request should be made at registration and discussed with the EPA team.

It is the responsibility of the training provider or employer, acting on behalf of the apprentice, to make such requests.

Special considerations in respect of the assessment process will be applied, where it does not provide any fair or unfair advantage to the individual apprentice and subsequent assessment outcome and in line with PAL's policy.

PAL's Special Considerations and Reasonable Adjustment policy is in place to ensure fair access to assessment and can be accessed on the PAL website or by request to [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)

### Certification

PAL will request the apprenticeship certificate for successful end-point assessments using the Apprenticeship service portal. PAL does not certificate the apprenticeship standard; its role is to request the certificate.

PAL will provide information and reports to the relevant regulator and funding body, in line with their conditions, and as and when requested. Notification to these bodies includes successful achievements and completion. Incomplete assessments are recorded.

Certification requests are made by the EPAO, and the current process is the certificate is sent to the named employer. Employers must advise the EPAO of any specific location or person the certificate should be sent to, if this information differs from the apprentice's workplace location and employer contact details provided on the EPAO's booking system.

Cancelling or rescinding results - PAL reserves the right to cancel results if malpractice is identified.

### Validity, Authenticity, Relevancy, Currency and Sufficiency

The evidence presented must meet VARCS requirements.

- **Valid** - is the evidence appropriate to demonstrate the particular knowledge, skills and/or behaviours that it is intended to cover?
- **Authentic** - is the evidence proven to be the apprentice's own work; have any work products or witness testimonies been appropriately authenticated?
- **Relevant** - Is the evidence relevant to the particular knowledge, skills and/or behaviours that it is intended to cover and has a clear judgement?
- **Current** - does the evidence relate to the on programme element of the apprenticeship and does it demonstrate current competency?
- **Sufficient** - does the evidence match the level of the apprenticeship standard and is the relevant standard covered in full?

*PAL will require all apprentices to sign statements of authenticity etc.*

## Glossary of Terms

**EPA** - end-point assessment.

**IA** - independent assessor.

**Employer** – A representative from the employer, this is usually a direct line manager, head chef or appropriate nominate representative who has supported the apprentice during their apprenticeship.

**Gateway review** – A meeting involving the apprentice, employer and on programme trainer where the readiness for end-point assessment is determined.

**Planning meeting** – A meeting involving the apprentice, employer and end-point assessor where the end-point assessments are clarified and planned.

**PAL** – Professional Assessment Limited.

**IQA** - Internal quality assurance/assurer, the department and/or personnel who are responsible for the quality of end-point assessment internally to Professional Assessment.

**EQA** – External quality assurance/assurer, the independent external body who are responsible to regulate the quality of end-point assessment plans, standards and administration of assessment.

**Standardisation/moderation** – Activity completed by end-point assessors to support validity and fairness in end-point assessment decisions.

**Special considerations** – Any permanent or temporary disability, specific learning needs or medical condition which may require support during end-point assessment.

**Reasonable adjustments** – Adjustments made to the assessment process in relation to special considerations, which do not provide an unfair advantage to the apprentice but are designed to reduce any disadvantages within assessment.

**Assessment plan** – The document produced by the employer group, approved by the EQA which documents the requirements of the standard and assessment methods.

## Appendix One – Gateway Declaration Record for Funeral Director

### Guidance notes

Determining the readiness of an apprentice for the independent end-point assessment phase of their programme is a very important milestone. A formal review must be held and must include all the relevant people that have responsibility and accountability for the completion of the apprenticeship: the line manager (or a senior manager, as appropriate to the business), the training provider and the apprentice.

The Gateway Declaration Record must be completed once the line manager and training provider have discussed their views on the progress the apprentice has made. The record has been designed to ensure all essential information is captured in a standardised format. If there is additional information which the line manager and/or training provider wish to add supplementary space has been provided.

Completion of this Gateway Declaration Record confirms that the employer and training provider is satisfied the apprentice has fulfilled all requirements to apply for end-point assessment.<sup>4</sup>

All evidence requested must be provided. If the Gateway requirements below are not met, the Gateway request will be rejected.

All information received will be processed as per GDPR requirements and as detailed in Professional Assessment Ltd.'s (PAL) Data Protection Policy and Data Privacy Notice.

Please ensure the apprentice's name is spelled accurately as this is how it will appear on the results statement/certificate.

<b>Apprentice Name</b>	Click or tap here to enter text.	<b>Apprentice Contact Number</b>	Click or tap here to enter text.
<b>Apprentice ULN</b>	Click or tap here to enter text.	<b>Apprentice Email Address</b>	Click or tap here to enter text.
<b>Line Manager Name</b>	Click or tap here to enter text.	<b>Line Manager Contact Number</b>	Click or tap here to enter text.
<b>Employer Organisation</b>	Click or tap here to enter text.	<b>Line Manager Email Address</b>	Click or tap here to enter text.
<b>Training Provider Name</b>	Click or tap here to enter text.	<b>Gateway Review Date</b>	Click or tap to enter a date.
<b>Start Date of Apprenticeship</b>	Click or tap to enter a date.	<b>End Date of Apprenticeship</b>	Click or tap to enter a date.
<b>Has the minimum apprenticeship duration of 12 months been met, as defined in the ESFA funding rules?</b>			Yes <input type="checkbox"/> No <input type="checkbox"/>

### Section 1: Confirmation of Evidence

All requirements listed below must be uploaded to EPAPro at point of submitting the apprentice to gateway. Apprentices will not be permitted to proceed to their end-point assessment until all evidence is uploaded and approved by PAL.

Requirement	Achieved by the apprentice	Evidence provided (e.g., PLR, certificate, statement of results)
<b>Maths Level 2</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Click or tap here to enter text.

<sup>4</sup> Please refer to the latest ESFA funding rules guidance.

<b>English Level 2</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Click or tap here to enter text.
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**Gateway Review Outcome**

If the apprentice is ready for end-point assessment, the following declaration must be signed by all parties and the Gateway Declaration Record submitted to PAL via EPAPro.

Should the apprentice not be ready for end-point assessment a period of additional training and preparation must take place.

**Section 2: Declaration**

The end-point assessment period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice’s training provider, but the decision must ultimately be made solely by the employer.

**Employer and Training Provider Declaration**

I confirm the evidence has been reviewed and a Gateway meeting has taken place with the apprentice, employer, and training provider to confirm the apprentice’s competence and readiness for end point assessment.

I confirm that the apprentice has developed, demonstrated, and achieved the required level of occupational knowledge, skills, and behaviours to satisfy the Gateway requirements in their workplace.

I confirm that the apprentice is eligible for end-point assessment by undertaking the required training in line with the specific Apprenticeship Standard’s requirements, including on and off the job training and experience to meet the full breadth and depth of the Apprenticeship Standard.

Employer		Training Provider	
<b>Name</b>	Click or tap here to enter text.	<b>Name</b>	Click or tap here to enter text.
<b>*Signature</b>	Click or tap here to enter text.	<b>*Signature</b>	Click or tap here to enter text.
<b>Date</b>	Click or tap to enter a date.	<b>Date</b>	Click or tap to enter a date.

\*Supporting evidence to be submitted for electronic signatures, e.g., email confirmation, voice recording.

**Apprentice Declaration**

I confirm my readiness for the end-point assessment has been discussed with my employer and training provider.

I confirm I am aware of the requirements of the end-point assessment.

I give PAL, as the end-point assessment organisation, my consent to claim the apprenticeship certificate on my behalf on successful completion of the end-point assessment.

<b>Name</b>	Click or tap here to enter text.
<b>Signature</b>	Click or tap here to enter text.

**Date**

Click or tap to enter a date.

**Any reasonable adjustments required? Please detail below and include any supporting evidence**

State N/A if not applicable

Click or tap here to enter text.

**Please note any other pertinent information, as a result of the Gateway review, which has not been recorded elsewhere, but has a bearing on end-point assessment readiness or end-point assessment scheduling**

Click or tap here to enter text.