



Professional
Assessment Ltd

Level 2
Funeral Team
Member

ST0594 v1.2

End-Point Assessment

Programme Duration:
Typically 12 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 Gateway and has achieved Level 1 in English and Maths, unless in the opinion of PAL exceptional circumstances apply. A completed portfolio of evidence, which underpins the professional discussion, must also be submitted as part of the Gateway requirements.

Summary of the End-Point Assessment process

Funeral team member apprentices will specialise in one of two roles:

- **Funeral Arranger** – supports the funeral director by arranging funerals and pre-payment plans, handling customer enquiries, sales and after care either on or off site. Administration and payment reconciliation is a part of this job role.
- **Funeral Operative** – plays an active role in assisting the funeral director on funerals, cleaning and driving a variety of vehicles, bringing the deceased into care, preparing the deceased and coffins, and supporting client visits. Operatives will participate in an out-of-hours service.

Apprentices will be assessed to the apprenticeship standard using three methods of assessment:

1. Knowledge test.
2. Competence scenario.
3. Professional discussion underpinned by a portfolio of evidence.

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.



Knowledge Test

- The test will comprise of 20 multiple choice questions and has two parts – the core and the specialist function. The core will comprise of 12 questions, and the specialist function will comprise of 8 questions.
- The pass mark for the core section of the test is 8+ out of 12 questions; the pass mark for the specialism section of the test is 5+ out of 8 questions. The total pass mark is 13-16 out of 20 questions. Both parts of the test must be passed to achieve an overall pass. Apprentices achieving a combined total of 17-20 correct answers will achieve a distinction.
- Apprentices will have a maximum of 40 minutes to complete the test.
- The test is closed book (apprentices cannot refer to reference books/materials).
- It is set and marked by the end-point assessment organisation.
- It can be undertaken either off site using remote assessment, or on the employer's premises.
- Apprentices must take the test in a suitably controlled environment that is a quiet space, free from distractions and influence, in the presence of an invigilator.



Competence Scenario (Observation)

- This assessment will be a practical observation of an activity where suitable, or via a simulated scenario where it is not due to the highly sensitive nature of the role.
- The observation/simulation must last for 75 minutes (+/- 10% at the independent assessor's discretion).
- The observation/simulation will focus on a particular activity and will test behavioural, analytical and decision-making skills in a realistic setting.
- Simulations must succeed in recreating the atmosphere, conditions and pressures of the real situation.
- The independent assessor will select a scenario from a bank of scenarios generated by PAL.
- The competence scenario has fail or pass grades. There is no distinction grade for this method of assessment.





Professional Discussion underpinned by a Portfolio of Evidence

- The underpinning portfolio of evidence 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 related and mapped to each of the knowledge, skills, and behaviours (KSBs) that will be assessed by the professional discussion. The evidence should be qualitative as opposed to quantitative and each piece of evidence is likely to demonstrate more than one KSB.
- The portfolio must contain 5-10 pieces of evidence in total.
- The evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this.
- The independent assessor will review the portfolio of evidence and use it to identify areas for the professional discussion – it is not directly assessed. The independent assessor will select 3 pieces of evidence from the portfolio which they will require the apprentice to discuss. The apprentice will be notified 48 hours before the professional discussion of the evidence chosen by the independent assessor.
- The professional discussion must last 60 minutes (+/- 10% at the independent assessor's discretion) and the apprentice will be asked a minimum of 10 questions.
- The portfolio of evidence must be present during the discussion and apprentices will be expected to draw on its contents.
- The professional discussion has fail, pass and distinction grades.
- Webinar or video conferencing software can be used for this method of assessment.



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 both the knowledge test and the professional discussion.

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	Competence Scenario	Professional Discussion	Overall grading
Fail	Fail	Fail	Fail
Fail	Pass	Fail	Fail
Fail	Fail	Pass	Fail
Pass	Fail	Fail	Fail
Pass	Pass	Fail	Fail
Fail	Pass	Pass	Fail
Pass	Fail	Pass	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Pass	Pass
Distinction	Pass	Distinction	Distinction

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.

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.

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



Independent End-Point Assessment Organisations

Professional Assessment Ltd is a registered end-point assessment organisation.

Professional Assessment Ltd 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

Call: **0800 160 1899**

Visit: professionalassessment.co.uk

