City Skills

# LEVEL 4 ASSESSOR COACH APPRENTICESHIP OVERVIEW

## -(ASAC/ASEC)

OLEVI INTERNATIONAL

**End-Point Assessment Organisation - OLEVI**

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# CITY SKILLS APPRENTICESHIPS

Welcome to your City Skills Apprenticeship. The following guide has been designed to support you through your apprenticeship and help you to understand what to expect including key milestones, resources and related organisations.
We have developed a simple and effective journey to help you learn and ultimately showcase your new knowledge skills and behaviours.

**Needs Analysis-**
Before engaging in your training, we collaborate with your employer to identify what they would like the apprenticeship to achieve, for you and the wider business needs.

**Enrolment-**
We will ask you for some background information to analyse your experience, prior learning, work setting and capacity to ensure you are able to develop your skills over the duration of the apprenticeship. We also ask you to give your own personal apprenticeship goal. We will reflect on this throughout your apprenticeship to ensure you meet or exceed your expectations.

**Learn & Embed new skills-**
You will attend mandatory facilitated learning sessions throughout your apprenticeship to learn new knowledge, skills and behaviours (KSB). Following each session, you will be set challenging tasks to embed new learning in your workplace. Often you will have to support learning activities and learning checks on 'My Portfolio' (See page 5).

**Off-The-Job Training (OTJ)-**
Alongside your apprenticeship, you will be developed through 'OTJ' training. The definition of OTJ training is 'new learning and development linked to your apprenticeship, during working hours. You will be supported to achieve the OTJ hours by structured learning activities and employer support. Your facilitated learning sessions and post-session tasks make up the majority of this but also any new learning in your working hours will contribute to this

**Reviews-**
We believe it is important to regularly check how you are progressing through your apprenticeship. This helps you stay on track and enables us to support you early in the process. We conduct progress reviews approximately every 2 – 3 months. Your review will usually be with your development coach.

**Evidence-**

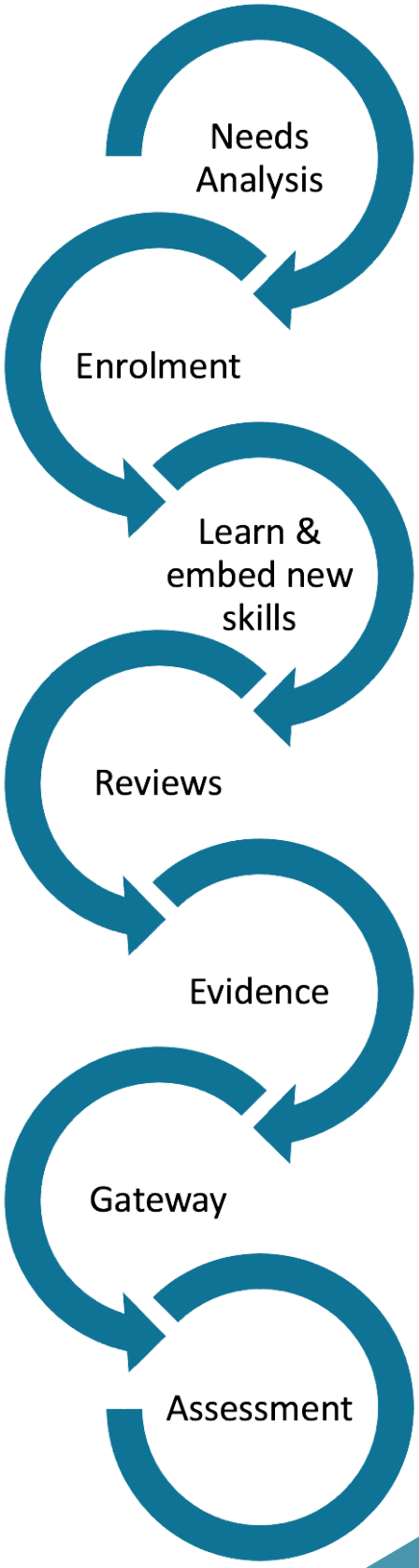
Once you feel confident you have embedded new knowledge, skills and behaviours, we will ask you to gather evidence, sometimes formally through a portfolio or informally through a reflective learning journal. You will have the option to store your evidence using 'My Portfolio'. This evidence is important to support your gateway meeting and preparation for end-point assessments.

**Gateway-**

Once you have completed all learning activities and feel confident in your new knowledge, skills and behaviours, we will ask you to attend a gateway meeting. The meeting will be attended by your manager, development coach and yourself. It is used to reflect on your direction of travel over the apprenticeship and confirm you are competent in all the KSB areas. The gateway conversations may establish there are one or two areas you would like further support. If this is the case, we will deliver further training in specific areas, to ensure you are confident and assessment ready.

**Assessment-**

The last step in the process is your end-point assessment (EPA). This is an independent process run by your end-point assessment organisation. We will be on hand to support but it is your EPAO who will make the final decision on whether you have met the necessary standard. This independence adds credibility to your training.



# IMPORTANT INFORMATION

| | |
|---|---|
| **Your Training Provider** | City Skills Limited |
| **Email** | training@city-skills.com |
| **Phone** | 020 7157 9835 |
| **UKPRN** | 10065422 |
| **Platform** | My Portfolio https://city-skills.com/ |
| **Your Facilitator** | |
| **Facilitator Email** | |
| **Facilitator Phone** | |
| **Your Development Coach** | |
| **Development Coach Email** | |
| **Development Coach Phone** | |

| | |
|---|---|
| **Your EPA Organisation** | OLEVI INTERNATIONAL |
| **EPA Contact** | https://www.olevi.com/contact-us/ |

| | |
|---|---|
| **Your Apprenticeship Standard** | Assessor Coach |
| **Apprenticeship Standard and Assessment Plan** | https://www.instituteforapprenticeships.org/apprenticeship-standards/assessor-coach-v1-0 |
| **Typical Duration** | 15 months |
| **Typical Assessment Duration** | 2 Months |
| **Typical Off-The-Job Training** | 323 hours |

# MY PORTFOLIO & SUPPORT

## My Portfolio

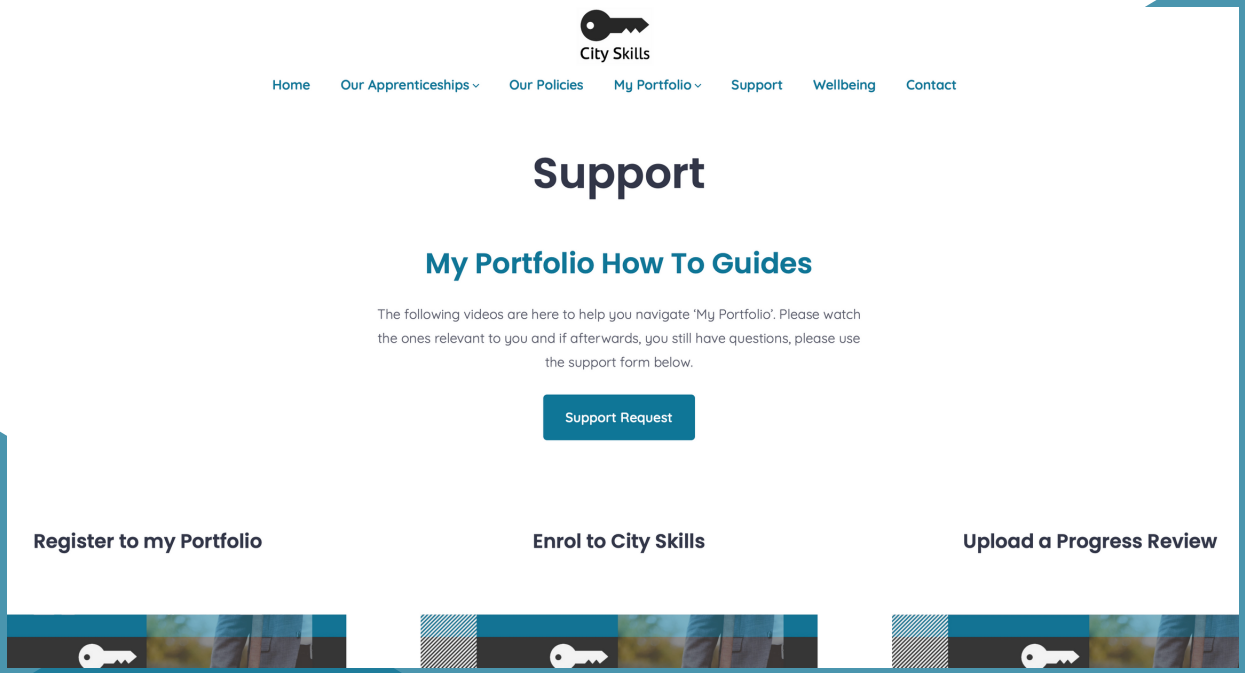
My Portfolio was custom built by our very own digital apprentice during the first COVID-19 lockdown in 2020. The system hosts your portfolio of evidence (aka Showcase), progress reviews and off-the-job record.

Your Facilitator/Development Coach will support you to understand what you need to do on My Portfolio between your delivery sessions.

Activities have been sequenced to build your knowledge, skills and behaviours whilst giving you an opportunity to gather real-life examples of how you have embedded your new skills to improve your working practice.

## Support

If at any time you need some support with the system we have a number of short video guides to support you navigate the system, as well as the ability to raise a support request for more specific enquiries.

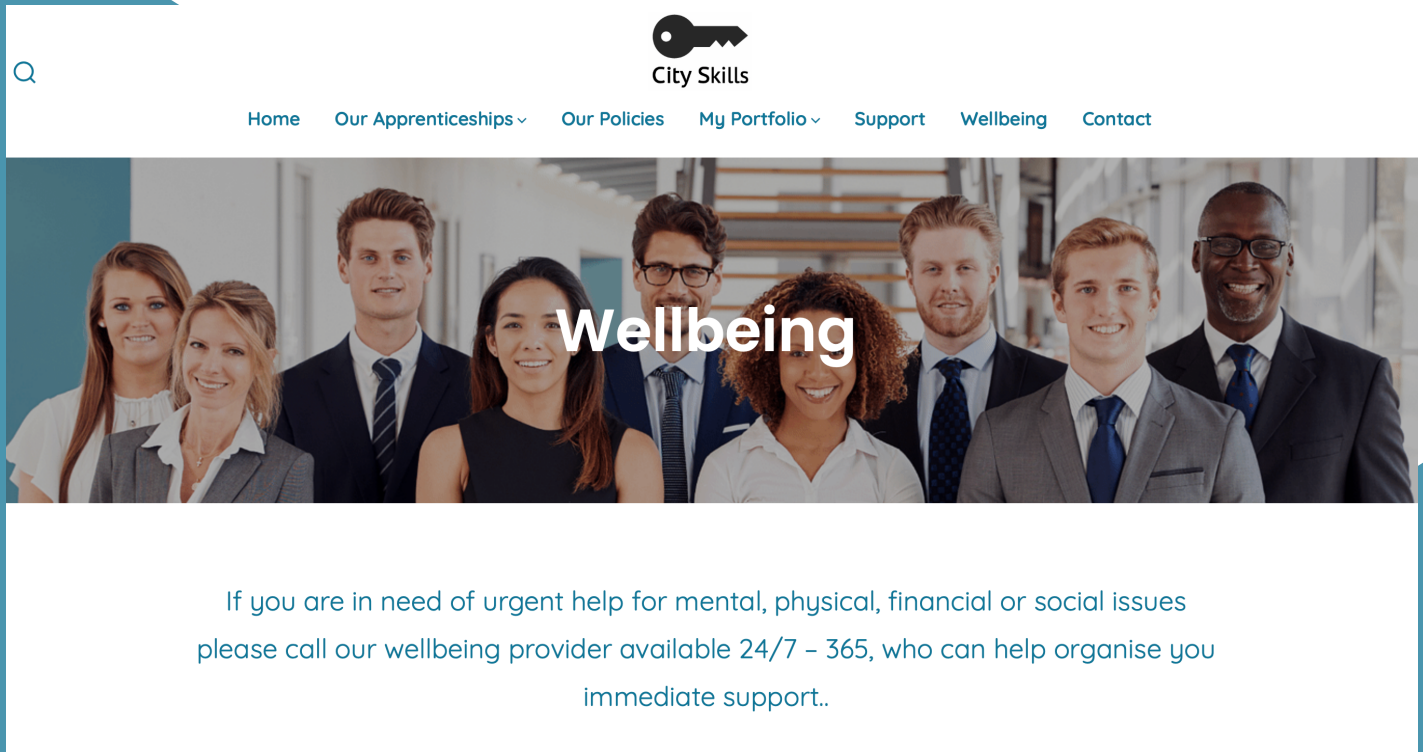


# WELL-BEING

City Skills take the safety and well-being of their apprentices, employees and partners seriously. Which is why we are pleased to partner with Health Assured to provide you with our well-being resources. This page provides our apprentices and employees key support functions for their safety and well-being.

**Services Provided Include:**

4 Week Programmes
CBT Online Counselling
Mini Health Checks
Access to Medical Information
Webinars
Managing Staff Well-being Resources
The App and Portal Resources
An app Mood Tracker



# OVERVIEW

## Level 4 Assessor Coach Overview

The Level 4 Assessor Coach Apprenticeship Standard consists of several knowledge, skills and behaviours (KSB). These have been designed by industry and approved by the Institute for Apprenticeships and Technical Education (IFaTE). You can view the required KSBs in full by clicking on the following link.

https://www.instituteforapprenticeships.org/apprenticeship-standards/assessor-coach-v1-0

## English & Maths

English & maths are required at a minimum of Level 2 (GCSE A*-C or equivalent) for this apprenticeship. Please present evidence of these at the beginning of your apprenticeship. If you do not hold these, we will set out a plan to ensure you achieve them before your gateway meeting.

## Post Session 1

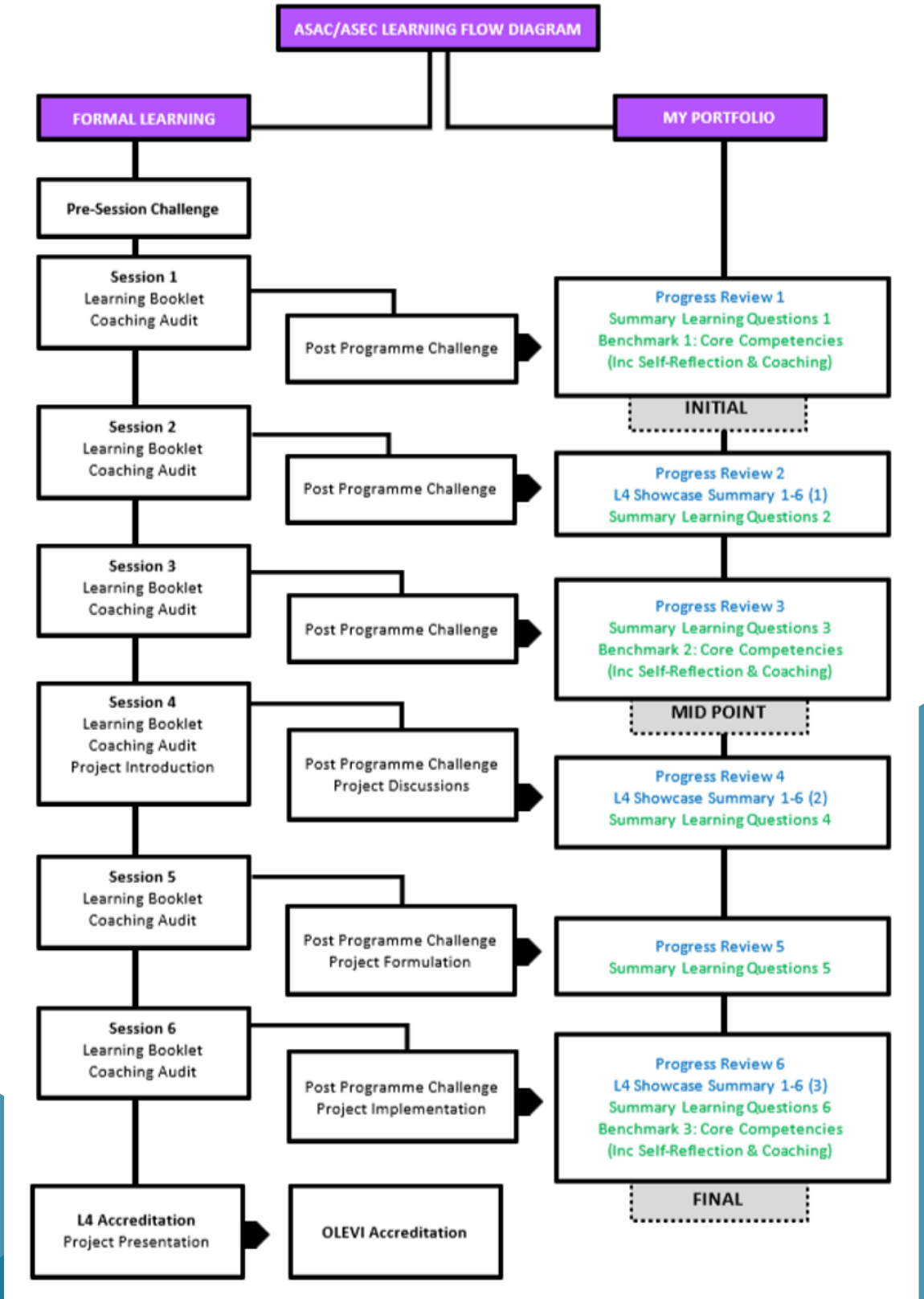
1. At the end of the session, delegates will complete their **Summary Learning Questions** and audited themselves against the **Core Competencies (1)** on My Portfolio.

2. Within 48 hours this information will be emailed to facilitators. Facilitators will read them and send a whole-group email to all delegates, providing **feedback** on the 3 questions.

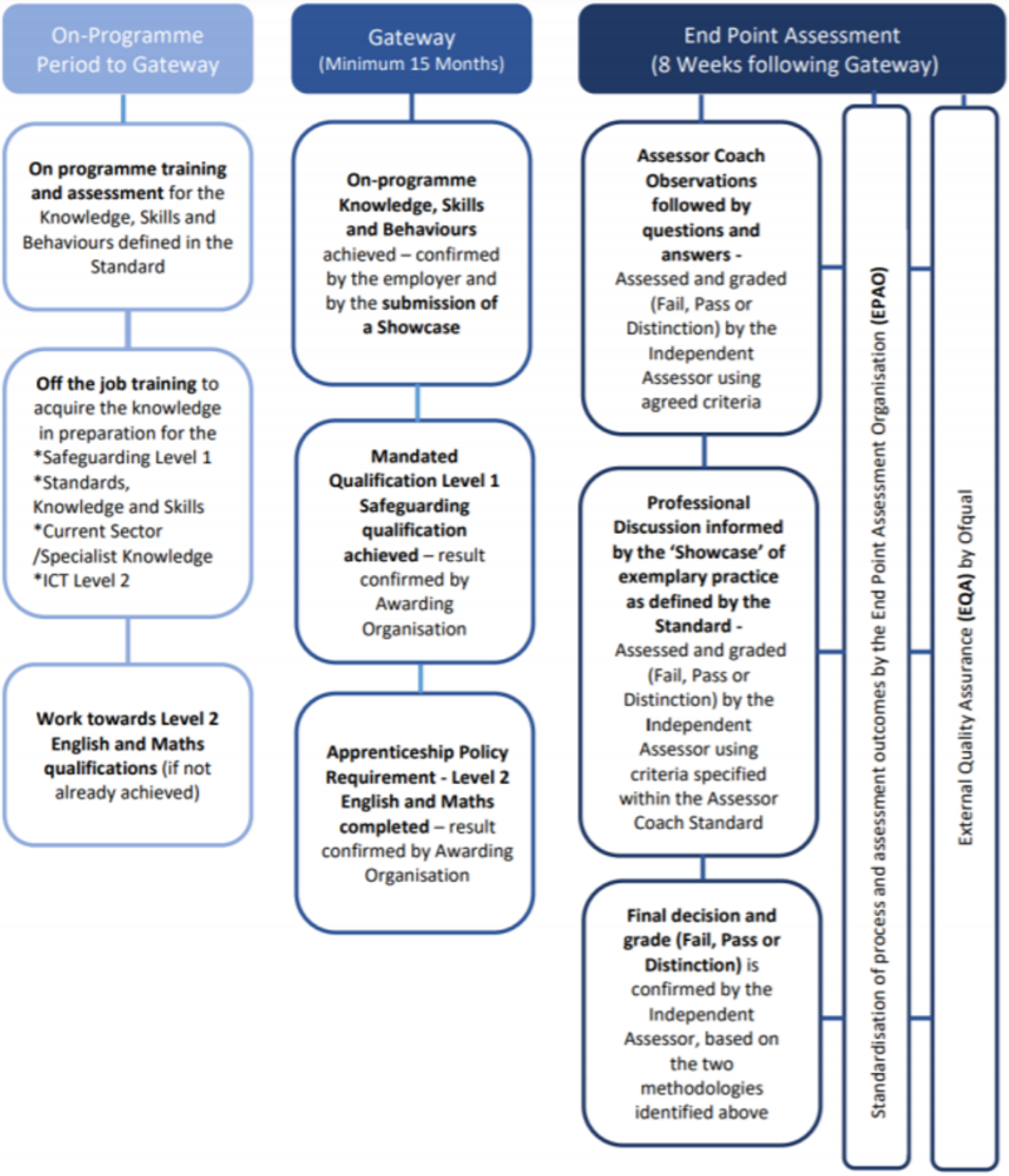
3. Approximately 2 weeks before the next session delegates will be sent a reminder email regarding the date/time of the next session, what the Post Session Challenges are and to complete the **Progress Review 1** prior to session 2. If there are any concerns with these reviews, the Development Coach is Chris McGeehan.

# ASEC/ ASAC On Programme Learning Journey

The chart below shows how new learning will take place and be embedded throughout the apprenticeship journey. This is designed to achieve the Olevi 'Advanced Skills Educational Coach' or 'Advanced Skills Assessor Coach Award' in conjunction with the Assessor Coach apprenticeship standard.



# Assessor Coach Flow Chart



# GATEWAY

Once you have completed your training period you will move into the end-point assessment. Before this takes place, you must pass a gateway meeting with yourself, City Skills Development Coach/Facilitator & your employer. For this, we will need-

| Requirement | Example/Expectation/Form |
|---|---|
| Copies of your maths & English certificates<br><br>(either completed with City Skills or exemptions if you have done them previously) | Good quality image or scan |
| Copies of your ICT and Safeguarding L1 certificates (either completed with City Skills or exemptions if you have done them previously) | Good quality image or scan |
| Showcase portfolio | The showcase should be presented professionally and provide at least one example of how all KSB have been achieved. |
| Have your gateway meeting with yourself, City Skills Development Coach & your employer and record on the Gateway form. | https://www.cognitoforms.com/CitySkills1/GatewayTripartiteAgreement |

# END-POINT ASSESSMENT GUIDE

The EPA: is the final assessment for an apprentice to ensure they can do the job of a Level 4 Assessor Coach. There are two assessment methods that must be completed, in the following order:

| ***Assessor Coach L4 EPA*** | | |
|---|---|---|
| Requirement | Example/Expectation/Form | When |
| ***EPA1 – Professional Discussion based on 'Showcase'*** | During the PD, the IA will clarify and validate the apprentice's claim to meeting the AC Standard through ongoing practice, illustrated in the exemplary evidence provided in the showcase, mapped or cross-referenced to the KSBs. | Date confirmed with EPA after gateway. (PD may take place in two parts either side of an observation if appropriate). |
| ***EPA2 – Observations x2*** | This includes two AC sessions with a minimum of two different learners, totalling 120 minutes, with a potential variance of 10% depending on the needs of the learners being assessed/coached by the AC apprentice. The observation will involve learners who will be taking part in a genuine coaching/assessing session, not role playing. | Date confirmed with EPA (where possible, both observations will take place on the same day as the PD). |

# GLOSSARY

**Development Coach/Facilitator-** This is the person who will support your learning.

**EPA-** This is an end-point assessment and it is the final stage of your apprenticeship.

**EPAO-** End-point assessment organisation. This is an independent body that will assign your assessor when you reach your EPA.

**Gateway-** This is a meeting between the apprentice (you), the employer and City Skills to confirm that you have achieved all minimum requirements and ready to be assessed.

**My Portfolio-** This is an online platform to track your progression and offers a reminder of what you have achieved through evidence collection and your learner journal; as well as tasks to be completed.

**OTJ-** The amount of off-the-job training required over the duration of your apprenticeship. This includes your taught sessions, reading and assignments. However, it also includes the time you spend at work practicing new skills you have acquired e.g. an apprentice on a management apprenticeship might learn to complete a performance review. If they then do this with their 5 reports this would all be OTJ.

**Progress Review-** A review of how you are progressing

**Remote deliver-**- Training sessions completely using a digital interface such as Zoom or Teams.

**ULN-** Unique Learner Number, a unique number assigned to you for this and future funded qualifications.