Toolkit
PEOPLE PROFESSIONAL
Level 5

dsw

end-point assessment and so much more

INTRODUCTION

DSW is your end-point assessment organisation for this apprenticeship. We have created this toolkit to help the apprentice, apprenticeship training provider and the employer to understand what is needed to successfully complete end-point assessment (EPA) for this standard.

All approved end-point assessment organisations must carry out EPA in line with the assessment plan published by the Institute for Apprenticeships and Technical Education (IfATE). The assessment plan details the assessment methods used, the criteria to be assessed and the environment in which the assessments must take place.

The requirements and content of this Toolkit come directly from the People Professional assessment plan with additional clarification provided by the External Quality Assurer (EQA) for this apprenticeship standard. Published assessment plans are available on the IfATE website: https://www.instituteforapprenticeships.org/

Typical job titles of those undertaking this apprenticeship include Diversity and inclusion manager, Employee relations consultant, HR business partner, HR consultant partner, HR generalist, HR manager, HR pay and reward, Organisation development consultant, Rewards consultant, Talent Manager, Wellbeing consultant.

CONTENTS

GATEWAY

Apprentices must be on-programme for a minimum of 12 months before they come through gateway and enter the EPA phase of the apprenticeship. The apprentice, employer, and training provider must agree that the apprentice is demonstrating competence against the standard's knowledge, skills, and behaviours (KSBs).

Once an apprentice is 'gateway-ready', the training provider must submit the following to DSW's epaPRO portal for approval:

- Gateway Declaration
- proof of Level 2 English and maths
- Portfolio of Evidence and completed referencing table
- Presentation Scoping Brief
- proof of partial completion of professional qualification
- two core units – 5CO01 & 5CO02
- three specialist units – 5HR01, 5HR02 & 5HR03
- one optional unit – 50S01, 50S02, 50S03, 50S04, 50S06 or 50S07.

Unit 5CO03 must not be completed on-programme as it is the integrated module. The assignment for this module can only be submitted once the apprentice has attempted the first two assessment methods as part of end-point assessment.

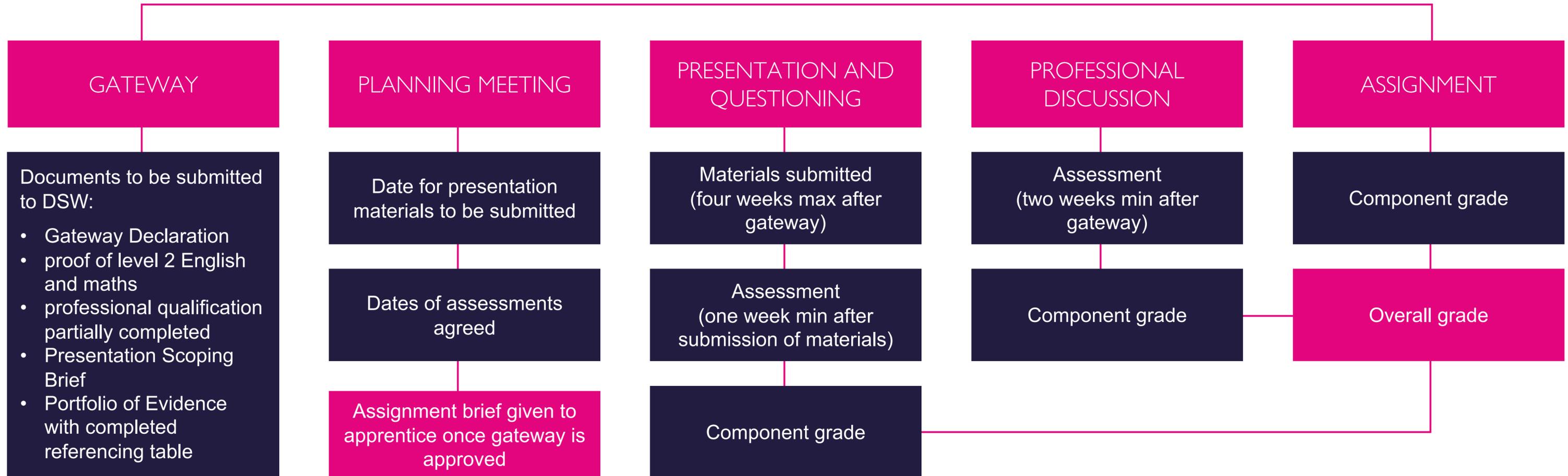If any of these requirements are not met, gateway will not be approved.

EPA OVERVIEW

The People Professional EPA consists of 3 assessment methods:

- Presentation and Questioning
- Professional Discussion underpinned by a Portfolio of Evidence
- Assignment.

The standard is made up of 19 descriptors. There are 14 pass descriptors which all apprentices must meet and five distinction descriptors which apprentices aiming for an overall grade of distinction must also meet.

EPA TIMELINE

All assessments attempted within six weeks of gateway

GATEWAY	PLANNING MEETING	PRESENTATION AND QUESTIONING	PROFESSIONAL DISCUSSION	ASSIGNMENT

GATEWAY

Documents to be submitted to DSW:
- Gateway Declaration
- proof of level 2 English and maths
- professional qualification partially completed
- Presentation Scoping Brief
- Portfolio of Evidence with completed referencing table

PLANNING MEETING

Date for presentation materials to be submitted

Dates of assessments agreed

Assignment brief given to apprentice once gateway is approved

PRESENTATION AND QUESTIONING

Materials submitted (four weeks max after gateway)

Assessment (one week min after submission of materials)

Component grade

PROFESSIONAL DISCUSSION

Assessment (two weeks min after gateway)

Component grade

ASSIGNMENT

Component grade

Overall grade

- The EPA period will begin once gateway has been approved
- All assessments must be passed within the six-month EPA period. Apprentices will be processed as a fail if the timeframe is exceeded
- The Presentation and Questioning and Professional Discussion underpinned by a Portfolio of Evidence assessments can take place in any order or concurrently
- The Assignment must not be submitted until the apprentice has attempted the Presentation and Questioning and the Professional Discussion underpinned by a Portfolio of Evidence

PLANNING MEETING

Following gateway approval, DSW's independent end-point assessor (IEPA) will make contact with the training provider to introduce themselves and arrange a planning meeting. Apprentices and employers are permitted to join the planning meeting if they request to do so.

This meeting will be used to agree the dates and times for the assessments.

If the apprentice has a preferred video conferencing platform, please let the IEPA know during the planning meeting.

The assessor will record the assessment dates in epaPRO once the planning meeting is complete.

ASSESSMENT CONDITIONS

All assessments must be taken under examination conditions. It is essential that apprentices familiarise themselves with the *Conditions for Live Assessment* (found here).

The document sets out the mandatory requirements to ensure a secure and appropriate assessment environment, including apprentice ID requirements, panning of rooms and appropriate use of technology.

Failure to comply with the conditions for live assessment may result in delayed, cancelled, or failed assessments.

PROFESSIONAL DISCUSSION

PORTFOLIO OF EVIDENCE

The portfolio should be a showcase demonstrating the apprentice's best work gathered during the on-programme stage of the apprenticeship. It must be mapped to the grading criteria using the *Portfolio Referencing Table* (found here). There are two versions of the Portfolio Referencing Table; the apprentice must complete and submit one of these.

The portfolio must contain at least one piece of evidence mapped clearly to each KSB assigned to this assessment method. The portfolio will typically contain eight pieces of evidence. Each piece of evidence may map to more than one KSB. In addition to the KSBs, the apprentice may also choose to map their evidence to the pass/distinction descriptors.

If the apprentice includes video clips within their portfolio of evidence, these must be a maximum total duration of 10 minutes and the apprentice must be in view and identifiable.

The apprentice and employer are required to complete the declaration of the *Portfolio Referencing Table* confirming that the evidence is valid and attributable to the apprentice. Please refer to the *DSW Portfolio Requirements Guidance* (found here) for further information. The portfolio is not assessed but will be reviewed by the IEPA ahead of the professional discussion to help them prepare discussion points. As the portfolio is not assessed, feedback will not be provided on the portfolio evidence prior to the discussion.

Tip - A high-quality portfolio will provide the IEPA with the context of what the apprentice has done in their role during their apprenticeship and allow them to base the discussion on the portfolio. This will support the apprentice as they can familiarise themselves with the examples in the portfolio ahead of the discussion instead of needing to think of them on the spot.

PROFESSIONAL DISCUSSION

The professional discussion is a structured dialogue between the apprentice and the IEPA, designed to establish the apprentice's competence against the descriptors that are assigned to this assessment method. It cannot take place until at least two weeks after gateway.

The professional discussion will last for a maximum of 75 minutes (plus 10% at the IEPA's discretion to allow the apprentice to complete their last answer)

If the discussion exceeds this time limit, anything after 82.5 minutes will not be assessed.

The IEPA will prepare seven opening questions. Wherever possible these will be based on the evidence seen in the portfolio. These will be used to guide the discussion to ensure that all necessary descriptors are covered. Each question will be used to open a free-flowing discussion and the IEPA may use additional questions to prompt for further information as appropriate. The apprentice may use examples from any part of the apprenticeship.

The opening questions will be based on the following areas:

- Business acumen – two questions
- People practice - two questions
- Commercial drive - one question
- Culture and behaviour - one question
- Digital working - one question.

Sample questions / discussion points can be <u>found here</u>

Results will be issued within five working days.

PRESENTATION AND QUESTIONING

The presentation will focus on a set subject, as chosen by the apprentice, based on work they have carried out during the on-programme period. It is expected that the work will have taken place towards the end of the on-programme period, but evidence from any part of the on-programme period will be accepted.

The apprentice has a maximum of four weeks in which to prepare and submit presentation materials to DSW. If materials are not submitted within this time frame the Presentation and Questioning assessment method will be graded as a fail.

The four-week period commences as soon as gateway has been approved. Starting the work ahead of this will invalidate the assessment.

The Presentation and Questioning live assessment will take place a minimum of one week after the presentation materials are submitted.

PRESENTATION SCOPING BRIEF

The apprentice will complete a *Presentation Scoping Brief* providing a 500-word synopsis of their presentation. The apprentice must use the template which can be found here. Briefs which are less than 500 words will be accepted; and briefs which are over 550 words will be rejected.

The *Presentation Scoping Brief* will be submitted at gateway and will allow the apprentice to detail how they will demonstrate each of the KSBs within their presentation. The IEPA will grade the apprentice's performance against the pass and distinction descriptors during the live presentation. The IEPA will review the brief to ensure it has the scope to demonstrate the KSBs.

If the scope is approved, the apprentice's gateway will be approved. If the brief has been rejected, the apprentice's gateway will be rejected. *The Presentation Scoping Brief* with IEPA feedback will be emailed to the training provider.

Once the brief has been approved, all submissions will be uploaded to epaPRO. To access this, you will need to click on Manage next to the Presentation and Questioning assessment method on the Assessment Progress screen, then click on Element Milestones, then Presentation Scoping Brief.

PRESENTATION MATERIALS

The apprentice's presentation materials should focus on:

- a summary of their role and their organisation
- the specific problem, recurring issue, or idea/opportunity that their presentation will focus on
- data analysis
- benchmarking
- overview of the activities undertaken relating to the topic area and how these relate to their role
- what was achieved as a result of the activities
- stakeholder engagement both internally and externally
- reflection on lessons learnt.
- conclusion.

Apprentices may use whichever medium they choose for their presentation, but the materials must be submitted electronically via epaPRO.

PRESENTATION AND QUESTIONING: LIVE ASSESSMENT

The presentation with questioning will take place a minimum of one week after the presentation materials are submitted. The apprentice must not alter their presentation slides in any way once they have been submitted. They should however use this time to prepare for their presentation and may add to their notes.

The Presentation and Questioning will last for 50 minutes (plus 10% at the IEPA's discretion to allow the apprentice to complete their last answer).

The presentation should typically last for 20 minutes with the remaining time used for questioning. The IEPA will stop the presentation after 22 minutes to ensure that there are at least 30 minutes left for questions.

Once the apprentice has delivered their presentation, the IEPA may initiate a break of up to 10 minutes to allow them to review the questions they have prepared.

QUESTION AND ANSWERS (Q&A)

The questions and answer portion of the assessment will last for a minimum of 30 minutes.

The IEPA will ask at least six questions, a minimum of two will be asked on each of the below themes:

- analytics and creating value
- evidence based practice
- insights focussed.

They may use additional prompts to clarify their understanding or probe for evidence for the distinction grading criteria.

Sample questions can be found here.

Results will be issued within five working days.

ASSIGNMENT

The apprentice must start the Assignment post-gateway. In line with the awarding body's requirements, the apprentice must sign a declaration of authenticity to state that the written responses are their own work and where they have used materials from other sources, they have been properly acknowledged. Plagiarism software will be used when the work is marked and moderated to assess the authenticity of the work.

The Assignment will typically be submitted for marking by the end of week 6 of the EPA period. The Assignment can only be submitted once the Presentation and Questioning and Professional Discussion underpinned by a Portfolio of Evidence have been attempted. It can be submitted electronically, or paper based.

The marking will be carried out by an approved centre in line with the awarding body's policies and procedures and will then be sent for moderation. Following moderation, the approved centre will communicate the grade achieved to DSW so that the overall grade can be calculated, and the apprentice can be certificated.

GRADING

PRESENTATION AND QUESTIONING

To achieve a **pass**, the apprentice must fully meet all six pass descriptors.

To achieve a **distinction**, the apprentice must fully meet all six pass and two distinction descriptors.

PROFESSIONAL DISCUSSION

To achieve a **pass**, the apprentice must fully meet all eight pass descriptors.

To achieve a **distinction**, the apprentice must fully meet all eight pass and three distinction descriptors.

ASSIGNMENT

Assignments will be marked and graded in line with the awarding body's requirements and will be graded as a **fail** or a **pass**.

OVERALL GRADING

To achieve an overall EPA grade of **pass**, apprentices must achieve a pass in all three assessment methods.

To achieve an overall grade of **merit**, the apprentice must achieve a pass in two assessment methods, and a distinction in the other.

To achieve an overall grade of **distinction**, the apprentice must achieve a distinction in the Professional Discussion underpinned by Portfolio of Evidence and Presentation and Questioning and achieve a pass in the Assignment.
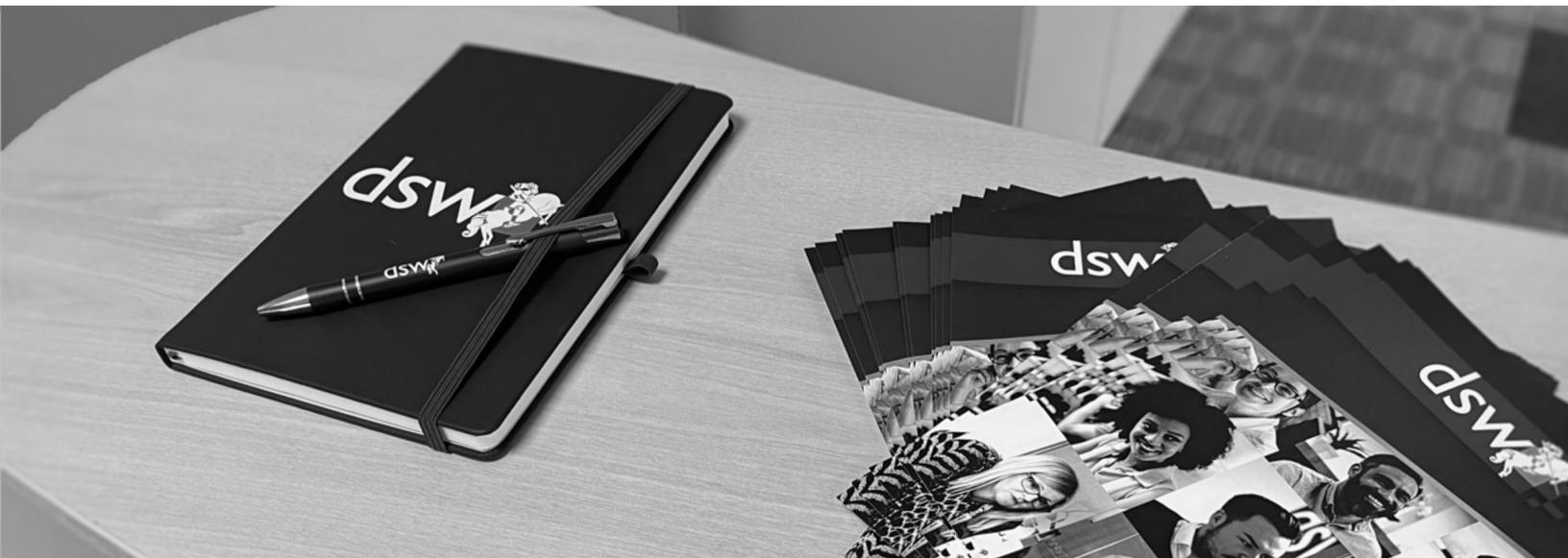
RESITS AND RETAKES

Apprentices who fail will be offered the opportunity to take a resit or a retake. A resit does not require further learning, whereas a retake does.

The apprentice's employer will need to agree that a resit or retake is an appropriate course of action and should assist the apprentice in creating a supportive action plan to help them prepare for the resit or retake.

An apprentice who fails an assessment method will be required to resit or retake the failed assessment method only.

Resits and retakes are not offered to an apprentice wishing to move from pass or merit to a higher grade.

A resit is typically taken within two months of the EPA outcome notification. The timescale for a retake is dependent on how much retraining is required and is typically taken within four months of the EPA outcome notification. Any resits or retakes must be taken within six months of the EPA outcome notification otherwise the entire EPA will need to be resat or retaken in full.

The apprentice will get a maximum EPA grade of merit for a resit or retake, unless the EPAO determines there are exceptional circumstances.

PROFESSIONAL DISCUSSION

In the event that the professional discussion is graded as a fail, the discussion will need to be resat or retaken. The apprentice will not be able to resubmit their portfolio of evidence. The IEPA will prepare a new set of questions for a resit or retake.

PRESENTATION AND QUESTIONING

If the apprentice fails the Presentation and Questioning, they must amend the presentation in line with the IEPAs feedback. The apprentice will be given three weeks to rework and submit the amended presentation. The IEPA will have one week to review the presentation. The apprentice must have five days' notice of the presentation date. Alternatively, the apprentice can choose to complete a new scoping brief and presentation, this must be approved by the IEPA in advance of work beginning. Once approval is received the apprentice has a further four weeks to develop their presentation.

ASSIGNMENT

If an apprentice fails the Assignment, their resit will be processed in line with the awarding body's policies.

SUPPORTING DOCUMENTS

The documents in this table have been developed specifically for the Level 5 People Professional standard.

DOCUMENT	DESCRIPTION
Amplification V1	Shows which pass and distinction descriptors need to be met through which assessment method, along with additional guidance of the evidence required.
Referencing Table V1 (Word) Referencing Table V1 (Excel)	The apprentice must submit the portfolio referencing table along with their portfolio at gateway. The apprentice should map their evidence to the specific criteria to which it relates.
Presentation Scoping Brief V1	To be completed by the apprentice to show the scope of their Presentation and how they intend to meet the descriptors. This must be submitted and signed off by the IEPA at gateway.
Sample Questions V1	Sample questions to support preparation for the Presentation and Questioning and Professional Discussion underpinned by a Portfolio of Evidence.
Toolkit Amendments	Amendments to Toolkit.

Further guidance documents which you may find helpful but are not specific to the People Professional standard are available to download via the links below:

- Policies and Procedures
- Conditions for Live Assessment
- Templates
  - Witness Testimony
  - Observation Record
  - Context Statement
- Technical requirements for assessment and Zoom/WebEx/Teams user guides
- DSW Portfolio Requirements

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