



Toolkit
TEAM LEADER
Level 3



end-point assessment and so much more

INTRODUCTION

DSW have been appointed to conduct end-point assessment for this apprenticeship. This toolkit has been created to help the apprentice, 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 Skills England. 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 Team Leader assessment plan with additional clarification provided by the external quality assurer (EQA) for this apprenticeship standard. Published assessment plans are available on the Skills England website: <https://skillsengland.education.gov.uk/>

Typical job titles of those undertaking this apprenticeship include duty lead, project lead, shift supervisor, supervisor, team leader, trading manager.

The standard aligns with recognition by:

- The Chartered Management Institute for Associate Membership
- Institute of Leadership for Associate Membership.



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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) and the associated grading descriptors.

Two working days prior to gateway, the training provider must submit the following to DSW:

- Gateway Declaration
- Proof of Level 2 English and maths*.
- Portfolio of evidence with completed *Portfolio Referencing Table*.

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

Before gateway is approved, the independent end-point assessor (IEPA) will review the portfolio of evidence and complete the *Presentation Topic Confirmation document*. This will then be uploaded to epaPRO once gateway has been approved. Please see the *Presentation with Questions page* for further details.

**DfE exemption rules apply.*

EPA OVERVIEW

The Team Leader EPA consists of two assessment methods:

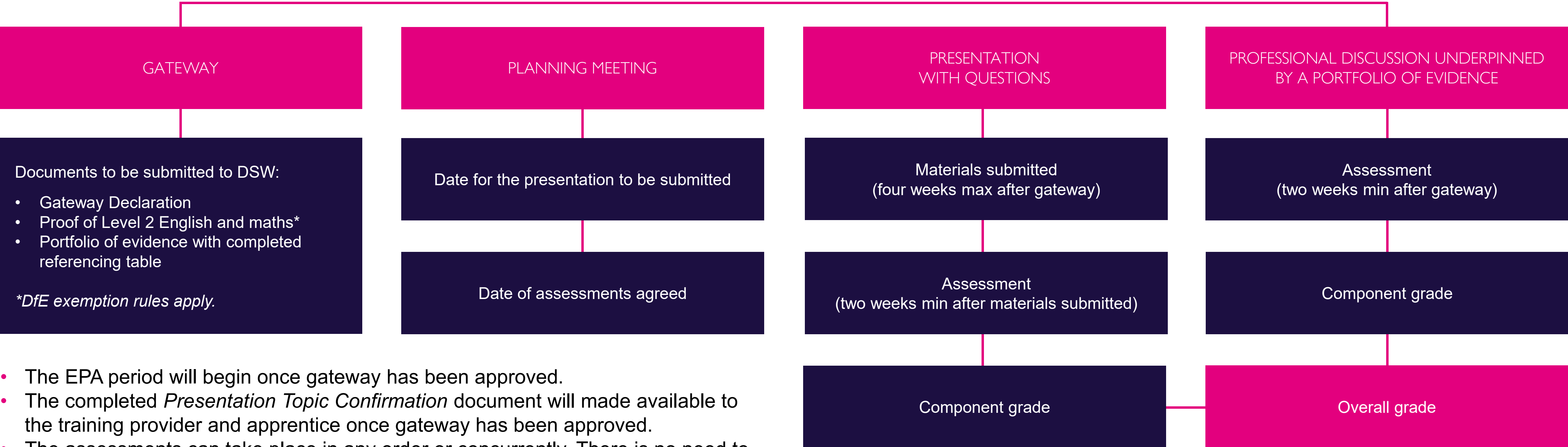
- Presentation with Questions
- Professional Discussion underpinned by a Portfolio of Evidence.

The standard is made up of 26 grading descriptors. There are 19 pass descriptors which all apprentices must meet. There are seven distinction descriptors which apprentices aiming for an overall grade of distinction must also meet.



EPA TIMELINE

Typical 5-month duration



- The EPA period will begin once gateway has been approved.
- The completed *Presentation Topic Confirmation* document will be made available to the training provider and apprentice once gateway has been approved.
- The assessments can take place in any order or concurrently. There is no need to pass one assessment before progressing to the other.
- The assessments may take place on the same day or on different days.

PLANNING MEETING

Following gateway approval, DSW's Independent End-point Assessor (IEPA) will contact 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 and submission of materials.

The assessments will be conducted virtually via the online video conferencing platform Microsoft Teams. Others, such as Webex or Zoom can be used if preferred.

Face-to-face assessments can be accommodated should the apprentice prefer. This should be discussed with the training provider and agreed with DSW. Additional costs will apply.

The IEPA will record the agreed submission and assessment dates in epaPRO once the planning meeting is complete.

CONDITIONS FOR ASSESSMENT

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



AMPLIFICATION

This document outlines what the apprentice will be assessed against in each assessment method.

During the on-programme period, the apprentice will cover the knowledge, skills, and behaviours (KSBs) of the apprenticeship standard. The apprentice is not assessed against the KSBs; these have been used to create the pass and distinction descriptors.

The apprentice's competence will be assessed against the pass (P) and distinction (D) descriptors during end-point assessment.

Amplifications are written to expand on the pass and distinction descriptors. This simplifies and clarifies any complex, vague and/or ambiguous areas. Where examples have been listed, these are designed to provide guidance to the apprentice. The list is not exhaustive, and the apprentice may use alternative examples that are relevant to their role.



PRESENTATION WITH QUESTIONS



The apprentice has a maximum of four weeks from gateway in which to develop and submit their presentation materials to DSW.

The presentation topic will be set by the IEPA following their review of the portfolio of evidence. The topic will be made available to the training provider on epaPRO, via the *Presentation Topic Confirmation* document, once gateway has been approved. Please see below the pathway to follow:

Log on to epaPRO and access the apprentice on the 'Assessment Progress' screen > Select 'Manage' next to the Presentation with Questions assessment method > Click on the 'Element Milestones' drop-down > Select the relevant milestone and download the attached document.

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

Should the apprentice feel the set topic will not allow them to fully meet all assessment descriptors, it can be rejected in favour of an alternative.

To reject the topic, the rejection section of the *Presentation Topic Confirmation* document must be completed and the document reuploaded to epaPRO. The IEPA must be informed that an alternative topic is requested within two working days of the first topic being set.

The alternative topic cannot be rejected.



The IEPA will ask a minimum of five and a maximum of 12 questions designed to:

- to seek clarification where required
- to assess the level of competence against the grading descriptors.

The IEPA may ask up to two follow-up prompts for clarification or probe for distinction grading descriptors. *Sample Questions* can be found [here](#).

The apprentice may refer to their presentation and any speaker notes they wish to bring to their assessment.

Once all discussion points have been asked and the apprentice has offered their final response, the IEPA will issue the following statement:

“Thank you. I have no further questions to ask. You still have [X] amount of time remaining, is there anything else you would like to add?”

At this point, the apprentice can ask to bring the assessment to a close.

Please refer to the [Conditions for Live Assessment](#) for further information.

Results will be available on epaPRO within five working days.

PRESENTATION MATERIALS

The presentation must include:

- a summary of their role as a team leader - what they do and how this is relevant to their role and the organisation
- data collection and benchmarking
- problem analysis and conclusions
- people and relationships
- future plans and opportunities.

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

The apprentice must not alter the presentation materials in any way once submitted. Doing so may result in cancelled or failed assessments.

PRESENTATION WITH QUESTIONS: LIVE ASSESSMENT

The presentation with questioning will take place at least two weeks after the presentation materials have been submitted. This allows the IEPA time to prepare questions.

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

The presentation will typically last for 20 minutes. Following the completion of the presentation, the remaining time will be used for the questions.

If the presentation extends to a point where it restricts the time for questions, the IEPA will conclude the presentation and move the assessment on.

If the presentation is under 20 minutes, the apprentice will be asked if they have anything to add. They will then be asked if they are happy to move on to the next part of the assessment and the presentation will be drawn to a close. The remainder of the time can be used for questioning.

If the assessment exceeds this time limit, anything after 55 minutes will not be assessed.

QUESTIONS

Following the presentation, the IEPA may choose to have a break of up to 10 minutes before the Q&A. This is to allow them to finalise their questions.

PROFESSIONAL DISCUSSION UNDERPINNED BY A PORTFOLIO OF EVIDENCE



PORTFOLIO OF EVIDENCE

The portfolio is a showcase to demonstrate the apprentice's best work gathered during the on-programme stage of the apprenticeship. It must be mapped to the KSBs and grading descriptors using the *Portfolio Referencing Table*.

The portfolio must contain at least one piece of evidence mapped clearly to each KSB and pass descriptor assigned to this assessment method. The portfolio will typically contain 16 pieces of evidence. Each piece of evidence may map to more than one descriptor. In addition to the pass descriptors, the apprentice may also choose to map their evidence to the distinction descriptors.

Evidence in the portfolio may include, but is not limited to:

- workplace documentation and records
- workplace policies and procedures
- reports
- presentations
- witness statements
- annotated photographs
- video clips; the apprentice must be in view and identifiable.

This is not a definitive list; other evidence sources can be included.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions. The evidence provided should be valid and attributable to the apprentice; the *Portfolio Referencing Table* includes an apprentice and an employer declaration confirming this. Gateway will not be approved if this declaration is not signed.

Please refer to the *DSW Evidence Requirements* guidance for further information.

The portfolio will be reviewed by the IEPA ahead of the professional discussion to help them prepare questions. As the portfolio is not assessed, feedback will not be provided on the portfolio evidence before the discussion.

PROFESSIONAL DISCUSSION

The professional discussion is a structured dialogue which takes place between the apprentice and the IEPA. It is designed to establish the apprentice's competence against the grading descriptors that are assigned to this assessment method.

The portfolio of evidence can be referred to by the apprentice and the IEPA during the professional discussion.

The professional discussion must last for a maximum of 60 minutes (plus 10% at the IEPA's discretion to allow the apprentice to complete their last answer).

Once all discussion points have been covered and the apprentice has offered their final response, the apprentice can choose to end the assessment early. At this point the IEPA will issue the following statement:

"Thank you. I have no further questions/discussion points to ask. You still have [X] amount of time remaining, is there anything else you would like to add?"

At this point, the apprentice can choose to ask to bring the assessment to a close.

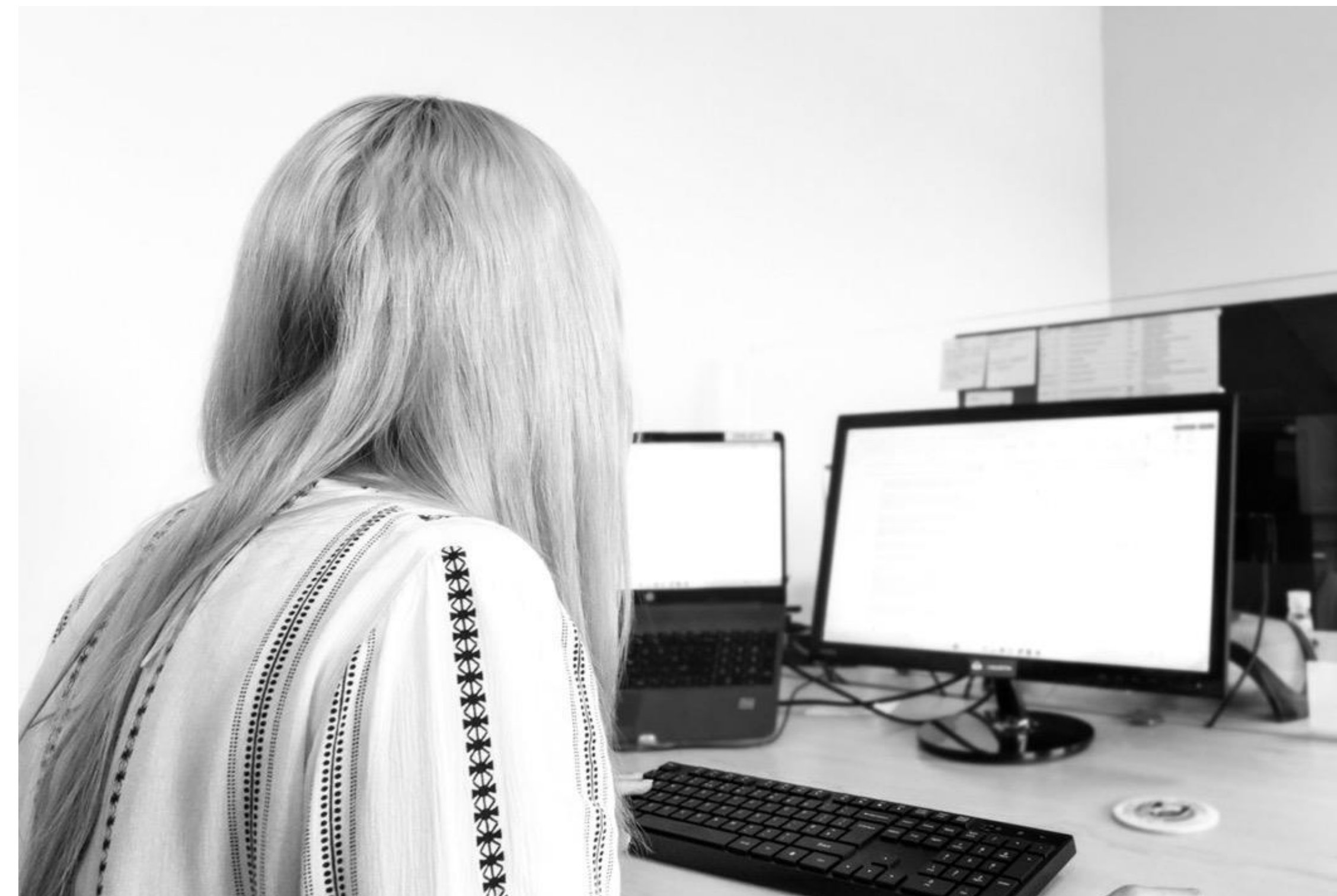
If the discussion exceeds this time limit, anything after 66 minutes will not be assessed.

The IEPA will ask a minimum of five discussion points. 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 grading descriptors are covered. Each discussion point will be used to open a free-flowing discussion and the IEPA may prompt for further information as appropriate. The apprentice may use examples from any part of the apprenticeship.

Sample discussion points can be found [here](#).

Please refer to the [Conditions for Live Assessment](#) for further information.

Results will be available on epaPRO within five working days.



GRADING

PRESENTATION WITH QUESTIONS

To achieve a pass, the apprentice must meet all eight pass descriptors assigned to this assessment method.

To achieve a distinction, the apprentice must meet all eight pass descriptors and all four distinction descriptors assigned to this assessment method.

PROFESSIONAL DISCUSSION

To achieve a pass, the apprentice must meet all 11 pass descriptors assigned to this assessment method.

To achieve a distinction, the apprentice must meet all 11 pass descriptors and all three distinction descriptors assigned to this assessment method.

OVERALL GRADING

In order to gain an overall EPA grade of pass, the apprentice must achieve a pass in both assessment methods.

To achieve an overall grade of distinction, the apprentice must achieve a distinction in both assessment methods.



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 training provider, employer and apprentice will determine whether a retake is required. The timescales and content of the further learning will be defined to support the apprentice ahead of the retake taking place.

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 apprentices wishing to move 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 re-training is required and is typically taken within three 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.

An apprentice will receive a maximum EPA grade of pass for a resit or retake unless DSW determines that there are exceptional circumstances.



PRESENTATION WITH QUESTIONS

If the apprentice fails the Presentation with Questions assessment method, they must amend the presentation in line with the IEPA's feedback. The apprentice will be given four weeks to rework and submit the amended materials.

The apprentice will be given a different set of questions in the case of a resit or retake.

Should the presentation materials not be submitted to DSW by the deadline, the assessment will be marked as a 'fail'. For the resit, the apprentice will be given a new presentation topic and new materials must be developed and submitted.

The apprentice will be given four weeks from the setting of the new presentation topic to develop and submit their new materials.

PROFESSIONAL DISCUSSION UNDERPINNED BY PORTFOLIO OF EVIDENCE

If the apprentice fails the professional discussion, it can be resat or retaken. The apprentice is not permitted to amend or resubmit their portfolio of evidence. The IEPA will prepare new discussion points for a resit or retake.

SUPPORTING DOCUMENTS

The documents in this table have been developed specifically for the Level 3 Team Leader standard.

DOCUMENT	DESCRIPTION
Amplification	Shows which pass and distinction descriptors need to be met through which assessment method, along with additional guidance regarding the evidence required.
Presentation Guidance	Further information and guidance on the development of the presentation.
Portfolio Referencing Table (Word) Portfolio Referencing Table (Excel)	The apprentice must submit the Portfolio Referencing Table along with their portfolio a minimum of two working days before gateway. The apprentice must map their evidence to the specific descriptor to which it relates. Apprentices are to complete either the Word or Excel version based on their preference.
Sample Questions	Sample questions for both the Presentation with Questions and professional discussion assessments.
Toolkit Amendments	Details all amendments made to the Toolkit and supporting documents.

Further guidance documents which you may find helpful but are not specific to the Team Leader 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 Evidence Requirements](#)
- [AI Usage Policy](#)



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