



Quantumawards

L4 EPA Briefing Pack



1. Background

Why End Point Assessment?



- In 2014 the Government launched 'Trailblazer' apprenticeships in response to the findings of the 2012 'Richard review of apprenticeships which suggested redefining what apprenticeships were:-
 - Open to all (not limited by age or employment status)
 - Funded by the Apprenticeship levy
 - Designed by employer 'Trailblazer' groups who produce TWO key documents;-
 - The Apprenticeship standard – lays down the Knowledge, Skills and Behaviours (KSB's) to be delivered in the apprenticeship
 - The Assessment plan – details how the KSB's of the standard should be assessed

(Both documents available on the government portal at <https://www.instituteforapprenticeships.org/apprenticeship-standards/improvement-practitioner-v1-0>)
- Every Apprenticeship MUST include an the 'End Point Assessment' (EPA) at the end of the apprenticeship which must be carried out exactly as detailed in the assessment plan.
- The EPA must be carried out by a third party independent to both Employer and Training Provider and approved by Government – the EPAO (End Point Assessment Organisation).



2. EPA Structure

EPA Methods



There are three forms of assessment ('methods') used in the L4 Improvement Practitioner EPA.

All three need to be completed to form the overall EPA and all three need to be passed in order to gain an overall pass. The three methods are:

1. Project Report and Questioning
2. Professional Discussion underpinned by Log

These two assessment methods are delivered either remotely or Face to Face.

3. Multiple choice question examination (MCQE)

This assessment method is delivered remotely through the 'TestReach' on-line portal

- Each method assesses a sub-set of the overall total KSB's
- Each method is graded Fail / Pass / Merit / Distinction.
- The overall grade for the apprenticeship is derived from the weighted grading awarded for each method.

Project Report, Presentation & Questioning



Outline

- This EPA Method carries a weighting of 60% toward the overall grade
- The project report is to be submitted to the EPAO within one month following the EPA gateway.
- The project report will then be read by the independent assessor prior to the presentation and questioning.
- This report will also be the subject of the presentation. Questioning on the report will follow the presentation
- Overall duration of the Project Report, Presentation and Questioning element is:-
 - Presentation by apprentice:- 30-40 minutes
 - Questioning by independent assessor:- 25-35 minutes
 - Hence overall time 55 – 75 minutes
- The audience for the presentation & questioning must include one employer representative (usually supervisor of the apprentice or above). The Apprentice needs to ensure arrangements are made for this.

L4 Project Report, Presentation & Questioning



Pass Criteria

- you must meet specific pass criteria which also relate to the KSB's:-
 - Prepare, submit and present a project report to agreed timescales that details one improvement project. The project must:
 - Show business benefit to the apprentice's employer
 - Follow the steps of a recognised Problem Solving methodology with a clear flow from one step to another and supported by the application/interpretation of appropriate Lean, Six Sigma, Project and Change Management tools
 - Demonstrate data-backed decision making to support definition, measurement, analysis and improvement
 - Present the project using a concise, visual format and include:
 - An explanation of how they chose and scoped the project
 - How they used each tool
 - How they led a cross-functional team during the project
 - How they coached colleagues in the application of improvement tools

Project Report, Presentation & Questioning



KSB's assessed

| S Only | S Only |
|-----------------------------------|--|
| S1. Compliance | S12. Measurement Systems |
| S3. Coaching | S13. Data Acquisition for Analysis |
| S4. Project management | S14. Basic Statistics and Measures |
| S5. Change management | S15. Data Analysis – Statistical Methods |
| S6. Principles and Methods | S16. Process capability and performance |
| S7. Problem Selection and Scoping | S17. Root Cause Analysis |
| S8. Problem Definition | S18. Experimentation and Optimisation |
| S9. Voice of the Customer | S19. Identification & Prioritisation |
| S10. Process Mapping and Analysis | S20. Data Analysis – SPC |
| S11. Lean Tools | S22. Sustainability & Control |

You can see from the above that only Skill criteria as listed are assessed through the project report, presentation and questioning element. The Assessors will want to see how you moved through each stage of the project and how and why you used the tools you used.

Project & Presentation Expectations – D Phase



| DMAIC | PROJECT EXPECTATIONS (Examples only) |
|--------|---|
| DEFINE | The selected project addresses a clear problem or business opportunity |
| DEFINE | A clearly defined Problem description has been identified |
| DEFINE | Project Goals are clearly defined and are measurable ('SMART') |
| DEFINE | Customer is identified, VOC and VOB are identified, using appropriate tools |
| DEFINE | CTS requirements have been identified and stated |
| DEFINE | A project charter (or equivalent) exists which shows scope of project and involvement of key stakeholders |
| DEFINE | A project plan (i.e. Gantt chart) is in place |

Project & Presentation Expectations – M Phase



| DMAIC | PROJECT EXPECTATIONS (Examples only) |
|---------|--|
| MEASURE | Relevant KPI's have been selected with clear link to CTQ/CTS |
| MEASURE | A high-level process description has been made (i.e. SIPOC) |
| MEASURE | Suitable data has been collected appropriate to the project |
| MEASURE | The quality of the data has been verified (MSA / GR&R if applicable) |
| MEASURE | Data collection validity is verified through Design of Experiment |
| MEASURE | Variation in the process has been considered (common cause or special cause) |
| MEASURE | Performance against requirements has been checked (CP/CPK if applicable) |
| MEASURE | A realistic target (results and time) has been explicitly stated |

Project & Presentation Expectations – A Phase



| DMAIC | PROJECT EXPECTATIONS (Examples only) |
|---------|---|
| ANALYSE | Process has been mapped in detail and shown visually |
| ANALYSE | Potential root causes have been identified properly (e.g. Ishikawa and 5 why) |
| ANALYSE | Data has been collected and analysed correctly |
| ANALYSE | Graphical and statistical techniques have been applied to investigate root causes |
| ANALYSE | Major root causes have been identified |
| ANALYSE | Conclusions have been demonstrated which have strong evidence |
| ANALYSE | Conclusions are statistically valid; data validity is confirmed (DoE) |

Project & Presentation Expectations – I Phase



| DMAIC | PROJECT EXPECTATIONS (Examples only) |
|---------|--|
| IMPROVE | Improved process meets the requirements of the VOC and VOB |
| IMPROVE | Risks of implementation have been assessed (Safety, Quality, Cost etc) |
| IMPROVE | A countermeasure implementation plan has been made |
| IMPROVE | Resistance for change has been overcome / Risks have been mitigated |
| IMPROVE | Internal and external customers have accepted the new process |
| IMPROVE | Improvements have been proven to be successful with data (e.g. statistical/graphical) from new condition |

Project & Presentation Expectations – C Phase



| DMAIC | PROJECT EXPECTATIONS (Examples only) |
|---------|--|
| CONTROL | Documentation has been updated (e.g. PFMEA, CP, SOP's, JIS, SW) |
| CONTROL | User/Customer training has been performed for the new process |
| CONTROL | Improvements have proven to be sustainable |
| CONTROL | Evidence provided that project has been managed effectively through to completion |
| CONTROL | Project savings / benefits have been achieved and quantified (Table/Graph) |
| CONTROL | Lessons learned have been communicated (i.e. sharing of improvement across wider business) |
| CONTROL | Candidate has reflected on own experience, i.e. what would they do differently next time? |

L4 Project Report, Presentation & Questioning



Merit Criteria

- In addition to satisfying all criteria for a Pass:
 - Clearly explains how the outputs of each tool are used to inform the next step
 - Identifies and takes the opportunity to share and/or replicate the improvements made to one other area / system where there are differences in the solutions/controls required to deliver successful outcomes

Distinction Criteria

- In addition to satisfying all criteria for a Pass and Merit:
 - Identifies and takes the opportunity to share and/or replicate the improvements made to one other area / system where there are differences in baseline metrics
 - Seeks opportunities to apply Lean, Six Sigma, Project and Change Management tools in daily work

Project & Presentation



Any Questions
regarding the Project
and Presentation?

Professional Discussion



Outline

- This EPA Method carries a weighting of 30% toward the overall grade
- The log which underpins the professional discussion is to be submitted to the EPAO within one month following the EPA gateway.
- The log will be reviewed by the independent assessor prior to the professional discussion
- The apprentice must bring a copy of their log to the professional discussion and be prepared to show extracts from these to the independent assessor if required.
- Overall duration of the Professional Discussion element is:-
 - Questioning by independent assessor:- 50-60 minutes
- The audience for the professional discussion must include one employer representative (usually supervisor of the apprentice or above). The Apprentice needs to ensure arrangements are made for this.

L4 Professional Discussion



Pass Criteria

- you must meet specific pass criteria which also relate to the KSB's:-
 - Provide evidence of your behaviours as detailed in the L4 standard
 - Clearly explain:
 - Methods used for making decisions in the project team
 - How they engaged and influenced others
 - Their coaching skills as set out in the L4 standard
 - Their approach to Project Management
 - Their approach to Change Management
 - Their approach, results and learning relating to developing skills in Experimentation and Optimisation as set out in the L4 standard
 - Their use of benchmarking to inform target setting and improvement options
 - Critically evaluates their improvement journey and identifies recommendations for improvement/change (e.g. “If I were to do this again I would...”)

Professional Discussion



KSB's assessed

| K&S | B |
|---------------------------------------|----------------------------|
| K2. Team formation and Leadership | B1. Drive for results |
| S2. Communication | B2. Team-working |
| S4. Project management | B3. Professionalism |
| S5. Change management | B4. Continuous Development |
| S18. Experimentation and Optimisation | B5. Safe Working |
| S21. Benchmarking | |

- You can see from the KSB's listed above that the Professional Discussion, in the main, is looking at 'process' (why, what, how) regarding how you planned, led and managed your project(s) and how you demonstrated the required behaviours.
- Your log should contain practical examples of how you have met each of these KSB's through competence evidence

Professional Discussion



Questioning

- The assessor will ask approx. 13 – 15 open questions and, additionally, any follow-up questions required.
- Questions will take a form similar to the following examples
 - Describe an improvement team you have led in the last 12 months. How did you make decisions that affected the team? How did you decide upon who did what?
 - Describe how you have managed an improvement project in the last 12 months. How did you plan, sequence, estimate effort and duration and review progress?
 - Describe how you have had to encourage others to deliver results. How did you go about it? How have you captured results and standardised best practice?
 - Describe when you have positively sought feedback from others. How did you act upon this information? What did you do differently?
 - Describe a change project that you have had to plan and manage. How did you go about it?

L4 Professional Discussion



Merit Criteria

- In addition to satisfying all criteria for a Pass:
 - Identifies opportunities for cross-functional improvement
 - Supports delivery of business-wide improvement projects led by Improvement Experts

Distinction Criteria

- In addition to satisfying all criteria for a Pass and Merit:
 - Takes the opportunity to prepare and/or deliver training to upskill colleagues
 - Seeks opportunities to involve others in building a Continuous Improvement culture

Professional Discussion



Any Questions regarding
the Professional
Discussion?

Multiple Choice Questioning Element (MCQE)



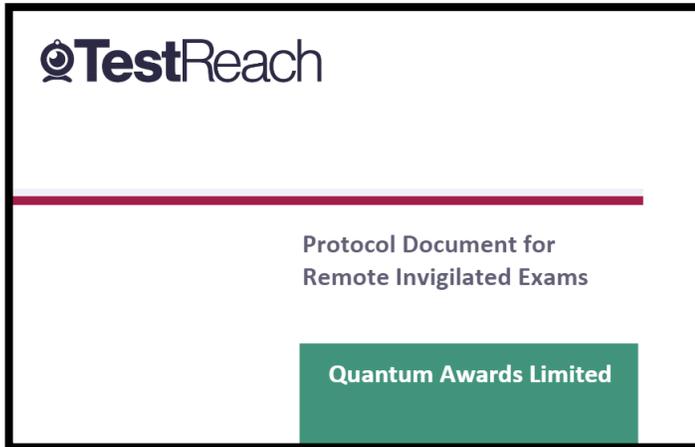
Outline

- This EPA Method carries a weighting of 10% toward the overall grade
- It consists of FORTY multiple choice questions, each of which has four possible responses. You need to select the correct answer.
- Only ONE of the four answers is correct
- You will score 1 mark for each correct question. There are no deductions for missed or incorrect answers.
- Marking and Grading of the MCQE is as follows:

| FAIL | PASS | MERIT | DISTINCTION |
|------|---------|-------|-------------|
| < 25 | 25 – 29 | 30-35 | 36 - 40 |

- The MCQE is delivered through an on-line system called 'TestReach'
- Your provider will ensure that you have an opportunity at a practice MCQE through Testreach before your EPA

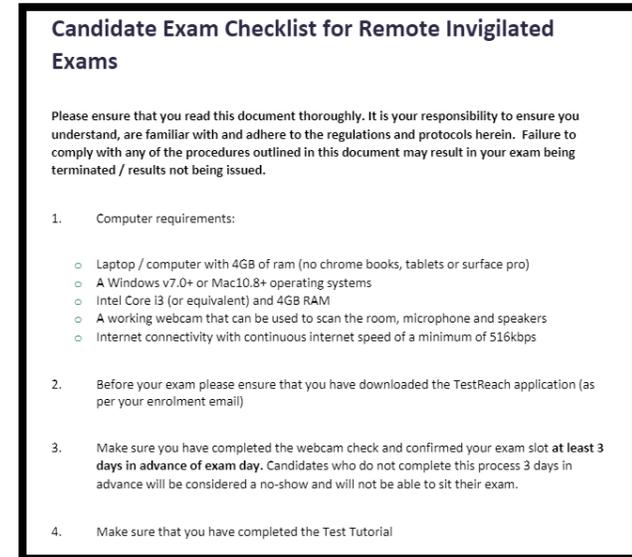
Before the exam



Read the protocol document referenced in your welcome email

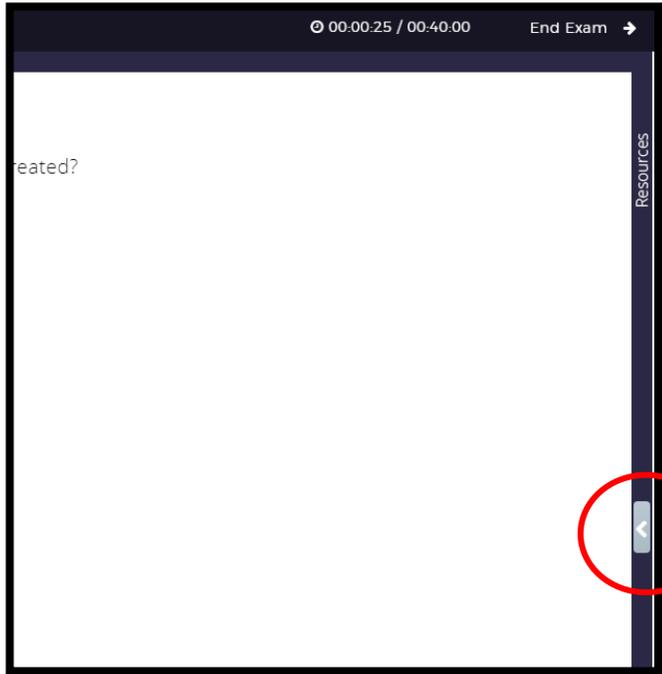
| Table of Contents | |
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| Candidate Exam Checklist for Remote Invigilated Exams | 2 |
| Validation Protocol for Candidates | 4 |
| Introduction | 4 |
| Prior to Exam | 4 |
| Day of Exam: | 5 |
| Authentication / Validation Process | 5 |
| Monitoring Protocol | 6 |
| Sample Infringement Guidelines | 7 |
| Candidate Issues on Exam Day | 8 |
| Minor Incidents | 8 |
| Major or Critical Incidents | 9 |

Provides details of what to expect and what to do if something goes wrong on the day

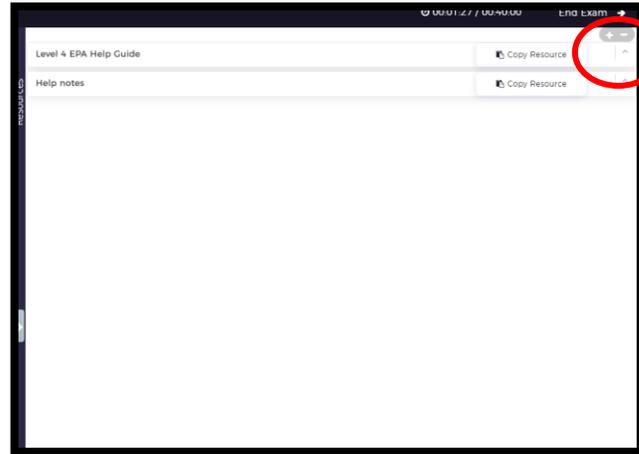


Check computer requirements and complete webcam check & test tutorial at least 3 days before exam

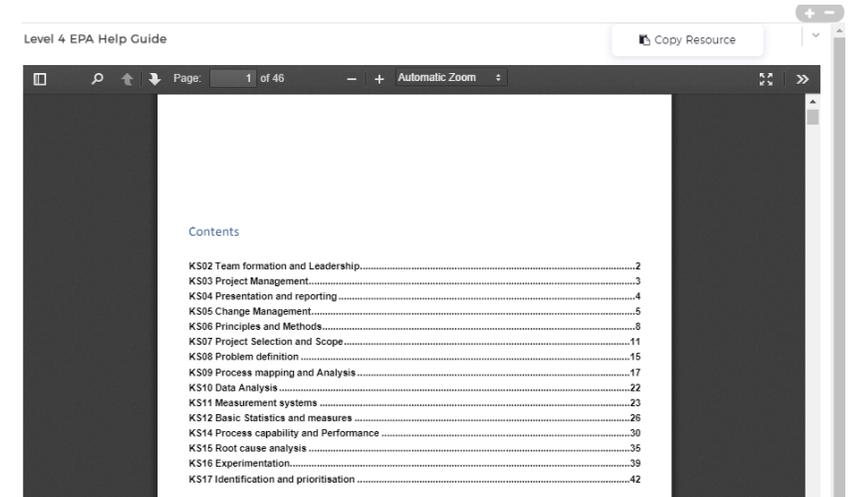
Access to resources within the exam



Access to Help guide is through resources within the test

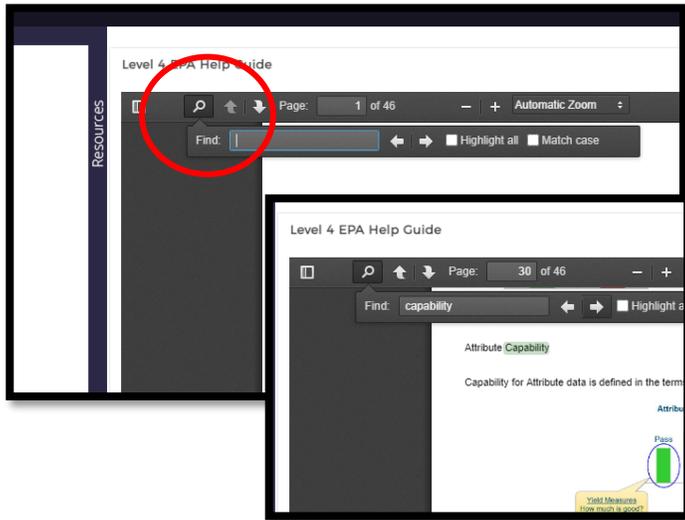


When resources open, don't think you have an empty screen. Need to click arrow to the right of the resources to show them

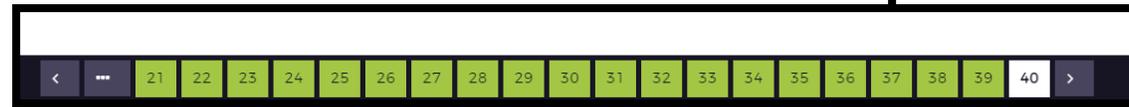


Starting cover page shown before you enter and start the timer for your exam

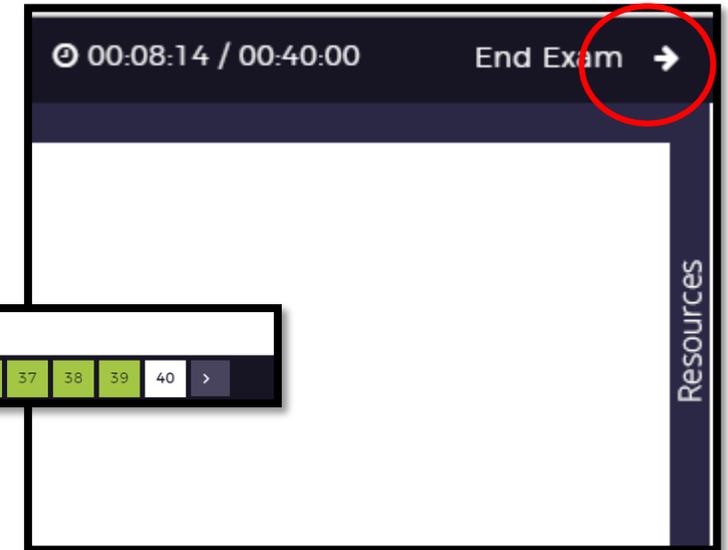
Searching, progress and completing the exam



Click on search bar and enter word to search documents



You can check progress on the bar at the bottom of the page. If a question is not green you have not yet completed it.



Click end exam will submit your exam and you will not be able to re-enter the exam. If you run out of time exam will self-submit

Multiple Choice Questioning Element (MCQE)



Please note that the EPA MCQE examination is INVIGILATED (mock and gateway exams are not invigilated)

This means you will have an invigilator viewing your actions through the camera on your PC and also seeing what you see on your PC screen.

The invigilator will also need to ensure that exam conditions are being met and will need you to pan your camera around the room, check for presence of ear buds (which may mean lifting your hair) and similar steps to ensure you are undertaking the examination without any means of assistance

Multiple Choice Questioning Element (MCQE)



Any Questions
regarding the MCQE?

EPA Overall Grading



Pass - You must pass all three of the EPA elements as a minimum. To gain an overall merit or distinction the Assessment plan states:-

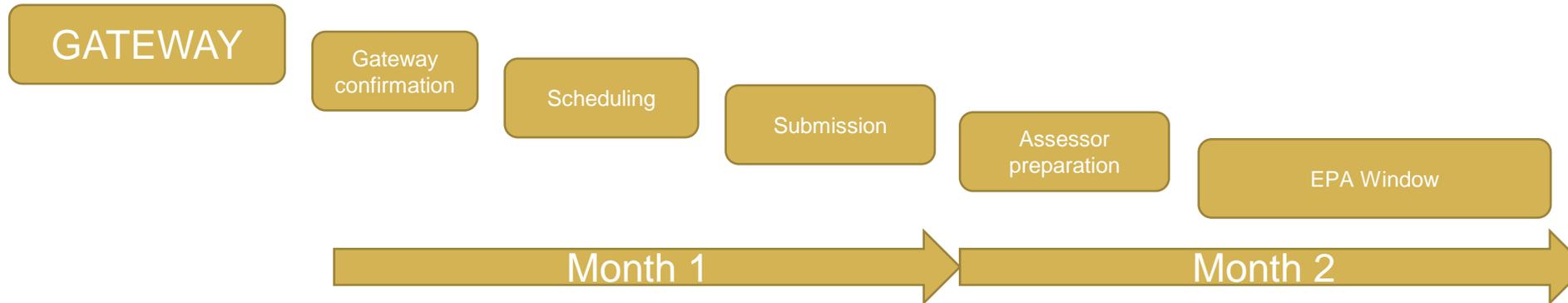
| MCQE | Project | Prof. Disc |
|-------------|-------------|-------------|
| Pass | Merit | Distinction |
| Pass | Distinction | Pass |
| Pass | Distinction | Merit |
| Merit | Merit | Merit |
| Merit | Merit | Distinction |
| Merit | Distinction | Pass |
| Distinction | Merit | Merit |
| Distinction | Merit | Distinction |
| Distinction | Distinction | Pass |

| MCQE | Project | Prof. Disc |
|-------------|-------------|-------------|
| Pass | Distinction | Distinction |
| Merit | Distinction | Merit |
| Merit | Distinction | Distinction |
| Distinction | Distinction | Merit |
| Distinction | Distinction | Distinction |

Please note that there are some combinations of grades which seem a little harsh – for example a Pass in the MCQE and Merit in the two face to face exams gives an overall ‘Pass’.

Grading is determined by the assessment plan and not QAL – however the Assessment plan will be reviewed as part of an expected route review by the government agency and points like this will be fed into the discussion by QAL at that time.

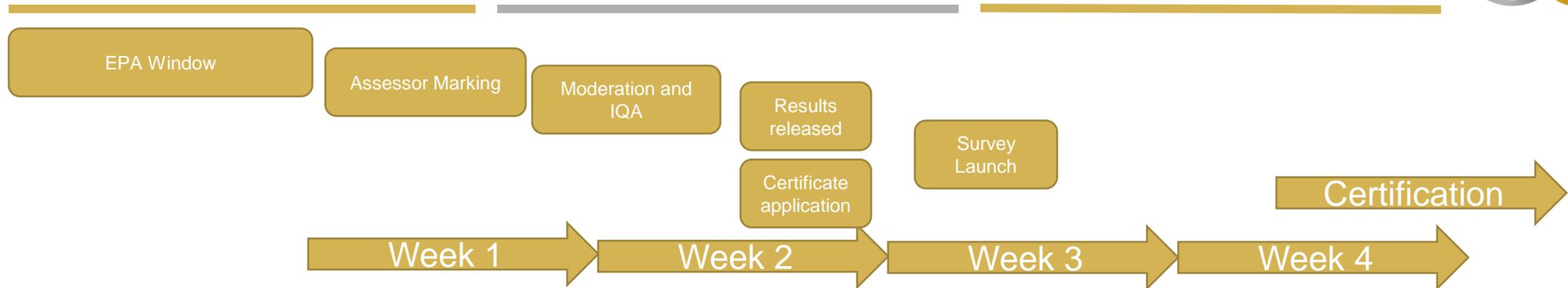
EPA Process Timing Summary



1. Gateway Confirmation - The Training Provider confirms to QAL that Gateway requirements are met.
2. Scheduling – QAL will offer EPA slots to each apprentice during the requested EPA window period
3. Submission – Project report, portfolio and Professional Discussion log to be submitted – this **MUST** take place prior to the end of month 1 following gateway
4. Assessor preparation – A two-week period for the allocated assessor to review submitted evidence and prepare questions for interview and professional discussion
5. EPA Window – a set of dates agreed between provider and QAL for the EPA to take place. The EPA must be completed by end of month 2 following gateway.

This timing is critical – your support is required to ensure all is completed in a timely manner

Results Timing



1. Assessor Marking – assessor completes paperwork, marks and grades each EPA element.
2. QAL IQA Team will then moderate results and complete IQA activities
3. QAL Assessment lead will then release results by cohort to the employer and individually (e-mail) – the QAL service level agreement is to provide results within 10 working days of the final EPA for that cohort being completed – but often is quicker
4. Certification – if ‘Pass’ grade or higher QAL will apply for your certificate through the government portal – this certificate may take 2 week or more to be printed and delivered
5. Survey Launch – we will issue an anonymous survey to all apprentices 2 weeks after the EPA window closes – your support to completing this survey will be greatly appreciated

Assessment Results and Feedback



- Results of your EPA (overall Fail, Pass, Merit or Distinction) are fed back in the first instance to your named employer contact
- Individual overall results are then sent to each candidate approximately one day later than the above.
- You will be informed of your overall grade, and of your component grades for each of the EPA elements.
- You will also receive detailed personal feedback regarding your improvement activities – what went well, potential areas which didn't go so well and some developmental suggestions as to how you can grow in your improvement journey.
- We do NOT provide the specific score awarded from the MCQE, and we do not give any detail as to why each component of the EPA received the stated grade – we cannot discuss grading decisions.

Resits and Retakes



-
- If you pass the EPA, you cannot resit elements in order to improve your grade – your original result is final.
 - If you fail any one EPA method will be offered the opportunity to take a re-sit for that one method. (a resit does not require a period of further learning)
 - This re-sit must be taken within one month of notification of the result of the original EPA, otherwise the entire EPA must be retaken.
 - The re-sit will be graded pass/merit/distinction and combined with the grades for the other 2 assessment methods to determine the EPA grade.
 - If an apprentice fails the re-sit they will be required to re-take the EPA in full after a period of further learning.
 - Apprentices who fail more than one EPA method will be required to re-take the EPA in full after a period of further learning

Reasonable Adjustment and Flexibility



Reasonable Adjustment

- If you consider you require reasonable adjustment for you not to be disadvantaged at EPA, please ensure this is requested by your training provider or employer prior to gateway (at the latest).

Flexibility

- QAL will make every effort to schedule your EPA in line with the requirements of the assessment plan and to fit in with your schedule
- But we understand that things can change, and if something significant were to occur in the period approaching your scheduled EPA which would result in disadvantage to you, then please contact QAL to discuss rescheduling options

Permissions and Certification



Permissions

- QAL are required to gain your formal permissions prior to the Gateway and EPA for the following:
 - That you are willing to undertake your End Point Assessment with Quantum Awards Ltd.
 - That you are willing for Quantum Awards to contact you by e-mail for the purpose of completing the end point assessment and gaining feedback regarding my end point assessment experience
 - That you are willing, if successful at EPA, for Quantum Awards Ltd to use your personal details to apply for your Apprenticeship certificate
- **IMPORTANT** – the permissions document must contain your ‘wet’ signature or a scanned signature to ensure validity. If you do not supply a completed permissions document, then EPA cannot take place
- Also, if any EPA element takes place by remote means, you must have photo I/D (Passport or driving license ideally) with you to verify who you are to the assessor or invigilator.
- QAL will also use your provided e-mail address to make the initial set up for MCQE in TestReach

Certification

- QAL will apply through the Government Gateway for your apprenticeship certificate which will be mailed to the address you provide. This may take 3 -5 weeks.

Appeals, Complaints and Survey



Appeals and Complaints

- QAL has a robust appeals and complaints procedure.
- A complaint is when you feel, for example, that things did not go as expected but which did not affect the EPA outcome.
- An appeal is where something happened which impacted on your result. There are two grounds for appeals:
 1. Serious or exceptional personal, unanticipated, mitigating circumstances that caused them to under-perform
 2. A significant fault within QAL's processes or mishandling of the assessment which interfered with the apprentices ability to present their case
- Please use the QAL website, the supplied form or contact QAL directly or through your provider or employer should you have a complaint or wish to make an appeal.

Survey

- QAL will deploy to you a web based anonymous survey following your EPA. This is our main way of getting feedback from our customers and we ask that you take the time to complete this.

Recap – Actions Timeline



Before Gateway

- Permissions form completed and sent to QAL

Gateway

- Training Provider informs QAL that gateway requirements have been met. QAL to be made aware of the need for any reasonable adjustment

Arrangements

- EPA scheduling takes place QAL – Apprentice. Apprentice must arrange line manager attendance

Submission

- No later than 1 month after gateway, submit Project report, and the Underpinning Log

EPA Window

- The three elements of the EPA take place during the second month following Gateway

Results

- Your results and feedback is sent to you no later than 2 weeks following EPA

Appeals and complaints

- You can complain, and have a right to appeal should you believe grounds for such exist

Survey

- QAL will send you a link to a survey which we would very much like you to complete.

Certification

- Your certificate will be sent to the address provided.

Quantum Awards L4 Briefing- close



Any Questions?