

Level 5

A guide to apprentice End Point Assessment (EPA)

What is the End Point Assessment (EPA)?

The End Point Assessment involves **three methods of assessment**, each with a different weighting towards the final mark:

1. **Portfolio of evidence 20%**
2. **Online knowledge test 30%**
3. **Live assessment interview 50%**
 - 3.1. A competency-based interview (20%)
 - 3.2. A professional discussion about your CPD Log (10%)
 - 3.3. Presentation around Work-based project (including Q&A) (20%)

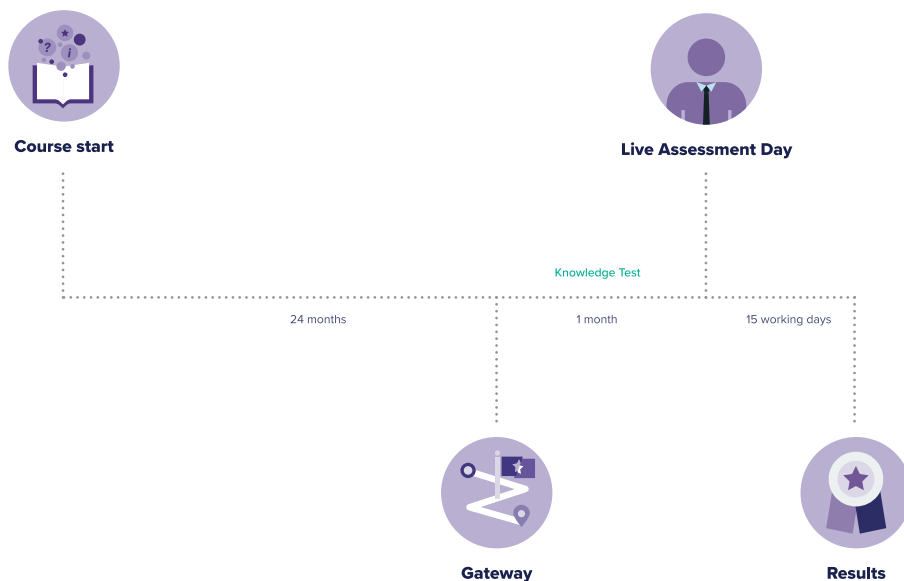
When does it happen?

The End Point Assessment takes place once:

- Learner has been registered for at least 12 months
- Portfolio has been signed by client and KnowledgeBrief
- Evidence of Functional Skills in English and Maths is provided

Your End Point Assessment (EPA) will take place once you have gone through Gateway.

- Going through Gateway marks the end of your learning
- The CMI are the End Point Assessment Organisation (EPAO) and they own the process from Gateway
- To avoid conflict of interest, KnowledgeBrief are not involved



Gateway

When you go through Gateway, you will submit the following documents:

- Confirmation of years of management experience (can be email)
- Level 2 English certificate
- Level 2 Maths certificate
- Portfolio and mapping document (provided by PLA)
- CPD log
- Work-based project report
- Certificate Declaration Document (allows CMI to claim your apprenticeship certificate)

Stages

Stage 1: Portfolio of evidence

- Your Professional Learning Advisor (PLA) compiles your portfolio mapped against all knowledge, skills and behaviours in the apprenticeship standard
- PLA collects only the very best evidence from across the course
- Portfolio is discussed with learner: PLA might ask learner to complete final CPDs or reflection pieces to ensure all standards are covered
- Learner signs off portfolio

This is how your Portfolio assessment looks like:

PORTFOLIO ASSESSMENT GUIDE (Evidence Locator Document) (Level 5)					
Operations / Departmental Manager Apprenticeship					
Learner:		CMI no.:			
Area of the Standard	Standard Description	Learning Outcomes	CMI Reference	Doc. Ref	Document Name
Operational Management (Knowledge)	Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs. Understand business development tools (eg SWOT), and approaches to continuous improvement. Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance. Knowledge of management systems, processes and contingency planning. Understand how to initiate and manage change by identifying barriers and know how to overcome them. Understand data security and management, and the effective use of technology in an organisation.	Operational management approaches and models including creating plans to deliver objectives and set KPIs	A1		
		Business development tools e.g. SWOT and approaches to continuous improvement	A2		
		Operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance	A3		
		Management systems, processes and contingency planning	A4		
		How to initiate and manage change, identifying barriers and how to overcome these	A5		
		Data security and management and the effective use of technology in an organisation	A6		

Stage 2: Knowledge test

- Once the portfolio is submitted, PLA gives learners access to the Skillsure platform to take the Knowledge Test
- This is a 1 hour online multiple-choice test with 30 questions
- The questions cover the "knowledge" section of the skills, knowledge and behaviours of the apprenticeship standard
- You can take 1 mock test!
- You can retake the knowledge test twice, if you fail

Remote invigilation will require the following steps:

- An ID check completed via Webcam
- The invigilator should be able to see the apprentice's screen, ensure they are not looking at other web platforms
- The invigilator must be sure the test is being undertaken in a suitable environment

Stage 3: Assessment interview

- The earliest a learner can book a Live Assessment Date is six weeks in advance, but there is no upper limit on how far away you can book your Live Assessment Day. In fact, the sooner you can book it, the better.
- Learners need to select a date and time (am slot, 9:00am or pm slot, 1:00pm).
- Learner will receive a calendar invite from CMI.
- Check the Google hangout link works ahead of your interview.
- The live assessment interview can be rescheduled but this has a cost implication.
- *If you know that you are not going to make the time allocated, please contact CMI EPA Team as soon as possible*

Part 1 of the Live Assessment Interview:**Competency-based Interview – what to expect**

Talk about application of knowledge and learning

- Lasts 45-60 mins
- The assessor "will take care to provide a supportive, professional experience that allows them to showcase their knowledge, skills and behaviours"
- The assessor will have already marked your portfolio of evidence and will have chosen 12 questions for your interview based on their findings

Competency-based Interview – how to prepare

- Consider possible situations that could be used as examples, focusing on the Skills, Knowledge and Behaviours within the L3 Team Leader / Supervisor Standard.
- Demonstrate competence using STAR approach:
 - S**ituation – the context of the examples
 - T**ask – what you were expected to do
 - A**ctivity – what you actually did
 - R**esults – what the results of the action were

Part 2 of the Live Assessment Interview:**Professional Discussion – what to expect**

Provide evidence of Continued Professional Development

- Lasts 10-15 mins
- The assessor will have chosen 2-3 activities from your CPD log to explore further as part of your professional discussion
- Brief notes (such as a summary of your portfolio and/or your CPD Log) are allowed to be used as part of the live assessment but these should be only referred to and used as prompts.

Professional Discussion – how to prepare

- Make sure that you are able to discuss further the activities listed within your CPD log and that you have considered what further ways you can continue your personal and professional development after your apprenticeship.
- Be prepared to discuss:
 - How did you identify a skill gap?
 - How did you address it?
 - What did the development bring you and what will you still do in the future to improve?

Part 3 of the Live Assessment Interview:

Work-based project – what to expect

Provide evidence of Continued Professional Development

- Present the outcomes of your project, applying knowledge and skills to meet outcomes
- Explain your approach planning and completion of the project
- 10-15 minutes presentation and 10-15 minutes Q&A session

Work-based project – how to prepare

- You can prepare a power point presentation to illustrate your project.
- Make sure you select specific knowledge, skills and behaviours from the standard, explaining how you applied them during the project.
- Reflect on the outcomes, and what you could have done differently

Results and next steps

Upon completion of the program, you will receive two qualifications:

1. A CMI qualification (Certificate or Diploma)
2. A higher apprenticeship certificate, graded as pass, merit or distinction
 - Distinction: **70+**
 - Merit: **60+**
 - Pass: **50+**
 - Fail: **Less than 50**

These results will be available 15 working days after the Live Assessment Day to be viewed on the Skillsure platform. You will also receive an automated email with your results.

Graduates from KB programmes can stay connected, and stay ahead, with: Continued Access to KBPro free of charge for 12 months – keep your existing login.

Remember that this is an opportunity for you to showcase the best of you and enables you to demonstrate what you have learnt during your apprenticeship, how you have put that into practice and the impact it has had on you, your role and your organisation.