

Operational / Departmental Manager Level 5 - End-Point Assessment

Although not referred to in the Assessment plan, BIIAB will hold a planning meeting:

- The meeting will be conducted remotely via Skype for business.
- Assessor plans and schedules all activity for EPA with Apprentice and Employer.

EPA components:

- **Knowledge test** – 2.5 hours, scenario and situation based questions, externally set and marked, can be taken on the employer's premises or off-site. The on demand test will feature a questions, based on a representative sample of the assessment criteria as per details in the standard and assessment plan.
- **Competency based interview** – 90 minutes, will assess the knowledge and application of learning relating to leading people, managing people, building relationships, communication, operational management, project management and finance as described in the Assessment Plan, through a set of structured questions.
- **Portfolio of evidence** – This will be a range of materials and documents generated over the period of the apprenticeship and which provide evidence of the apprentices' ability to apply and demonstrate management and leadership concepts. The portfolio is reviewed against set grading criteria by the End-Point Assessor to determine how they have applied their knowledge and understanding in a real work environment to achieve real work objectives and how the apprentice has demonstrated the behaviours, especially around contact with others, team work and areas where they have exceeded the requirements of the role. For example from manager's report, emails, customer comments, peer review etc.
- **Presentation of work-based project approach and findings with Q&A** – the project, completed in the last 6 months of their apprenticeship, must enable the following to be demonstrated: the application of knowledge and skills to meet the outcomes in the standard, the approach to planning and completion of the project, and the application of behaviours from the standard. The practical requirements for the delivery of synoptic projects are set out in the Assessment plan. The project is submitted for the End-Point Assessor to review. The End-Pont Assessor will give at least 7 days' notice to the Apprentice of when the presentation must be given. The presentation will be completed remotely, unless the apprentice has a particular requirement, for 15 minutes with a further 15 mins for Q&A, to a panel chaired by the End-Point Assessor with the Employer and the Training Provider. Specific requirements are in the Assessment Plan.
- **Professional discussion related to CPD activity** – 60 minutes, structured professional discussion with the Apprentice and the End-Point Assessor. This relates to any additional learning/CPD (continuing professional development) which is undertaken during the apprenticeship and documented in their cpd log, to identify the objective of the activity, and reflect on the outcome and how learning gained was applied.

Grading:

- Each component of the End-point assessment is marked in line with the weighting in the Assessment Plan and the overall mark is graded Pass, Merit, Distinction or Fail.
- The apprentice must pass each component of the End-point assessment achieving at least 50% in each one.