External Quality Assurance
Hospitality and retail apprenticeships
Our aim

• Sensible and constructive industry led external quality assurance process

• Robust, high quality auditable service that withstands public scrutiny

• One portal to register, access information and make payments

• Communication opportunity via regular webinars

• A service that fully complements government register and requirements
External Quality Assurance (EQA)

• EQA will be carried out to ensure that:
  • an apprentice’s end point assessment is conducted in line with the apprenticeship assessment plan
  • apprentices are appropriately achieving the apprenticeship standard.

• It is important to note that EQA in this case **ONLY** relates to the ‘end point assessment’.

• The EQA measures will be applied consistently across all assessment organisations in England
Industry boards
Main EQA responsibility

- Agreeing measures to benchmark external quality assurance results set by People 1st.

- Overseeing external quality assurance results, based on quarterly reports provided by People 1st, and agreeing corrective action as necessary.

- Working collaboratively with training providers and assessment organisations to identify and address matters relating to the external quality assurance process and results.

- Reviewing evaluation results to ensure that the sector apprenticeships remain fit for purpose, and advising on maintenance matters that may impact on external quality assurance.

- Reviewing and addressing complaints against sector apprenticeships and external quality assurance results.
Role of People 1st
• Identifying and addressing matters relating to the external quality assurance process and results, including revision and development of apprenticeship standards and assessment plans

• Managing, conducting and reporting on external quality assurance to the board, to include:
  • Ensuring the consistency of assessment materials across assessment organisations
  • Checking the competence of external assessment staff
  • Checking the internal quality assurance of assessment organisations
  • Reporting and managing information resulting from external quality assurance to assessment organisations (and ensuring corrective action is planned as necessary)
People 1st cont…

- Conducting employer and apprentice satisfaction surveys as part of the external quality assurance process
- Working collaboratively with assessment organisations to provide relevant information and documentation to support independent end assessment
- Maintaining information and documentation on-line for access to relevant stakeholders
- Providing the secretariat to the board: e.g. setting meeting agendas, recording outcomes, producing and circulating papers/reports, monitoring and maintaining membership
- Making public key information on external quality assurance activities including a concise annual report at the end of each fiscal year
DRAFT EQA Process
External quality assurance to:

1. **Ensuring consistency of assessment tools**
   - Design of the assessment materials
   - Consistent application and internal quality assurance of assessment materials during end point assessments

2. **Check competence of staff**
   - Occupational competence of assessment and internal quality assurance staff
   - That assessment and internal quality assurance staff have been trained on end point assessment for the relevant standard(s)
   - That continuous professional development of both occupational and assessment competence is occurring to the prescribed standard
3. Check Internal quality assurance
• Independent assessment organisations have implemented internal quality assurance procedures as set out in the assessment plan

4. Reporting and management of information
• Timely and accurate registration of the apprentice and notification of results
• Accuracy of internal data against registrations in the People 1st system
• Full, accurate and legible records
Summary of EQA Process

Step 1
• Assessment organisation notifies People 1st that it is on the RoAAO for hospitality and retail

Step 2
• Assessment organisation given access to on-line portal to obtain assessment information and to purchase 'credits' to cover the cost of EQA

Step 3
• Assessment organisation notifies People 1st when apprentices enter the end assessment window and in turn they are notified when EQA activity will begin. Further essential data collected.

Step 4
• EQA visit conducted and an early indication of rating provided

Step 5
• EQA rating set, report produced and distributed
DRAFT process (subject to further development)

**Step 1:** Assessment organisation notifies People 1st that it is on the RoAAO for hospitality and retail

**Step 2:** Assessment organisation given access to on-line portal to obtain assessment information and to purchase 'credits' to cover the cost of EQA

1. People 1\textsuperscript{st} will also keep a regular check on the RoAAO to identify new assessment organisations
2. New assessment organisations will be logged onto the system which will generate each a unique reference code
3. Email notification sent to assessment organisations to:
   - Provide a formal introduction to People 1\textsuperscript{st} and provide access to assessment organisation portal (with passcode) for all assessment documents, FAQs, updates
   - Arrange an on site visit to go through the process and supporting materials prior to first end point assessment
   - Request a time plan for end point assessment (in a standard format)
Step 3: Assessment organisation notifies People 1st when apprentices enter the end assessment window and in turn they are notified when EQA activity will begin. Further essential data collected.

1. People 1st will schedule assessment organisation visits and give them appropriate notice.
2. The norm will be two visits to each of the nine assessment regions (as defined by SFA) that an assessment organisation operates in each year once they are established.
3. The initial sample in year one will be high as the volume of apprentices entering the end assessment point will be low
4. From year 2 onwards the sample will be based on 10% of apprentices in each assessment organisation, but reducing where appropriate according to risk rating
1. Assessment organisations will be contacted to obtain information on apprentices that are in the assessment window and those that have just completed end point assessment since the last full EQA activity (together with other essential information).

2. A random sample of apprentices will be selected which will be shared with the assessment organisation prior to the visit.

3. For the first visit, a pre visit call/skype to the assessment organisation will be made to prepare for the visit, during which the visit date is agreed, the plan for the visit discussed, any missing essential information obtained and apprentices expected to be observed confirmed (e.g. on a practical exercise / professional discussion).

4. Assessment organisations must ensure that apprentices being observed for EQA during an end point assessment are suitably prepared.

5. Email confirmation of EQA visit sent to assessment organisation confirming all details discussed.
Step 4: EQA visit conducted and an early indication of rating provided... cont...

VISIT:

- **Review of assessment materials**, copies taken as appropriate for further analysis and follow up, particularly where there is concern over the design/quality of the assessment.

- Discussion regarding the **internal quality assurance processes** followed to design and develop assessments (where not ‘bought in’)

- **Review of assessments undertaken** by the 10% (standard) sample. For on-line tests results analysis should be available. Observation of a practical assessment, professional discussion or written test should be included where possible for apprentices in the sample.

- Measure **consistency of grading** and **quality of feedback** to apprentices

- Review **reporting and management information** to include registration and notification of results system within and accuracy of record keeping systems.
Planned process (subject to further development)

Step 4: EQA visit conducted and an early indication of rating provided... cont...

- Review details of staff involved in end assessments.
- Review training records and continuous professional development training records for vocational / occupational and assessment skills (as detailed in the ‘Assessment Plans’).
- Conduct individual / group meeting with team members to gain feedback on the end assessment process for the apprenticeship highs and lows. (maximum 45 minutes).
- Conduct meetings with sample of apprentices to obtain feedback on the end assessment process – (maximum 45 minutes).
- On-line questionnaires generated to assessment organisation, a sample of employers and apprentices.
- Early indication of grading provided where possible.
Planned process (subject to further development)

Step 5: EQA rating set, report produced and distributed

1. Within a maximum of 15 working days after the visit a draft report (standard format) will be supplied to the independent assessment organisation, including recommendations, actions and a provisional risk grading.

2. The assessment organisation will be given a further 15 working days to provide any feedback, as necessary, after which the final edition of the report, including final grade, will be sent to them.

3. Subsequent external quality assurance activity will be appropriate to the findings, recommendations and actions and may include interim EQA activity prior to the next full visit.

Board reporting will be a quarterly analysis of EQA activity. Individual EQA reports will not be made publically available, but may be shared, in whole or in part, with the employers on the apprenticeship boards to inform evaluations and improvements.
Common approaches and test specifications

• Assessment plans refer to both ‘common approaches’ and test specifications. These are being worked on at the moment.

• During the development process a group of awarding organisations provided fantastic support and committed to assisting in the development of the common approaches.

• We are completing the first drafts of common approaches in the order standards are approved. After this consultation with potential assessment organisations will allow opportunities to contribute to this development.

• This process will include detailed test specifications for the multiple choice tests / written exams.

• Aim to have drafts for consideration in January 2017.
Schedule we are working to:

- Meetings with organisations on the RoAAO from early January 2017
- Aim to confirm EQA cost January 2017
- Retail and travel boards to be established by February 2017 [extended]
- People 1st to have first sight of portal February 2017
- Assessment organisation access to portal March 2017
- Training provider and college representative for hospitality board to be selected by March 2017
- First official meeting of hospitality board March 2017
- Earliest full EQA from September 2017