

End-point assessment organisation (EPAO) update for the hospitality, retail, aviation and travel sectors

22 December 2020 - updated

Covid19 temporary discretions

In April 2020, the IfATE approved a series of temporary discretions to replace named assessment methods within end-point assessment plans, as a result of the impact of Covid-19 disruption and social distancing measures.

Since the first temporary discretions were approved a further small number of temporary discretions have been approved.

In December 2020, the IfATE through the Hospitality taskforce reviewed the operation of the temporary discretions and identified recommendations for change, which have subsequently been approved. These temporary discretions supersede the April 2020 discretions.

This guidance provides an update to the approved temporary discretions in place for EPAOs, employers, training providers and apprentices.

Hospitality and Catering assessment plans

In December 2020 the IfATE, through the Hospitality taskforce reviewed, made recommendations and approved revisions to the original temporary discretions, agreed in April 2020, which include the following assessment plans and assessment methods:

- ST0589 Production Chef – Observation.
- ST0232 Senior Production Chef – Observation.
- ST0228 Commis Chef – Observation, Culinary Challenge.
- ST0227 Chef de Partie – Observation, Culinary Challenge.
- ST0230 Hospitality Supervisor – Observation.
- ST0233 Hospitality Team Member – Observation.

The revised approved temporary discretions take account of feedback from employers and EPAOs in respect of their operation.

The format of the revised temporary discretion for the Hospitality and Catering assessment plans will be the use of either:

Competence framework – completed either by the training provider or employer, and signed as an accurate statement by Apprentice’s Employer (mentor, line manager or colleague at same or higher position).

or

Witness testimony - completed to provide assurance that the knowledge, skills and behaviours have been met with. (The need for the additional supporting evidence currently required has been removed). Further details of the revised approach are set out in accompanying guidance documents made available to EPAOs.

Retail assessment plans

Temporary discretions were agreed by the IfATE through the Retail taskforce in April 2020, which include the following assessment plan and assessment method:

- ST0327 Retailer – Observation.

The temporary discretion, involves the submission of on-programme evidence, assessed by the EPAO and followed up with a question and answer session with the apprentice.

Aviation assessment plans

The Aviation taskforce has met to recommend temporary dispensation for the following apprenticeship standards:

- ST0558 Cabin Crew, Observation, September 2020.
- ST0037 Aviation Ground Operative, Observation, December 2020.

The temporary discretion, involves the submission of a witness testimony evidence, assessed by the EPAO and followed up with a question and answer session with the apprentice.

Use of temporary discretions

The use of the temporary discretions must only be for apprentices who are deemed ready for end-point assessment and have attained the appropriate Gateway requirements and signed off as ready by their employer and training provider. Including time within the workplace.

The temporary discretions will be used at the discretion of the EPAO in conjunction with the employer and the training provider. There may be circumstances where the use of the temporary discretion is not appropriate or in the best interests of the apprentice. In these circumstances it is advised to pause the end-point assessment until it can be delivered to the requirements as set out in the appropriate assessment plan.

These temporary discretions have been put into effect until further notice, however their applicability will be kept under review by the IfATE and People 1st International with EPAOs in respect of the Covid-19 situation and will be withdrawn at some point in the future which will be communicated by People 1st International. At this point the temporary discretions will be withdrawn and the requirements of the assessment plan must be delivered.

Assessment plans

We have identified a number of assessment plans where the use of exclusively remote assessment would be deemed reasonable in line with the requirements of the end-point assessment plan and as a result have been identified as a Business As Usual (BAU) state, these include:

- ST0326 Retail Team Leader.
- ST0325 Retail Manager.
- ST0229 Hospitality Manager.

- ST0039 Aviation Operations Manager.
- ST0340 Travel Consultant.

Remote assessment

When remote assessment is undertaken, existing Internal Quality Assurance arrangements must be maintained or increased accordingly throughout, particularly where an EPAO is adopting remote methods during this time in place of usual face-to-face practices. Current and future social isolating requirements must be observed and maintained at all times.

The following points should be borne in mind related to the IfATE guidance, 23 March 2020:

- The requirement for assessment methods to be completed in a set order can be relaxed to allow flexibility in delivery, where this is deemed reasonable and feasible.

Note: in a number of assessment plans carry-over of assessment criteria is permitted, EPAOs must ensure that this process is managed closely to ensure the integrity of the process and that this relaxation will not compromise this process.

- Some assessment methods require a manager or team leader to be present. This should continue to be the default practice, and should be delivered remotely where it is reasonable and feasible to do so.

Note: Where the presence of the manager or team leader is not possible, this must be noted and it must be confirmed that the apprentice is in agreement to proceed with the assessment on this basis.

Implementation

Through this temporary period, we are working with all stakeholders closely to ensure a consistent and aligned approach and actively working with the IfATE and across EPAOs to ensure consistency. However, it is important that this approach is aligned to any approved temporary discretions and individual assessment plan requirements.

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