

⤴ raise the bar™

Level 5 Operations or Departmental Manager EPA Process



What is End Point Assessment?

All learners undertaking an Apprenticeship Standard in England are independently assessed, by an external organisation, at the end of their training to ensure they are competent in their occupation and can perform all aspects of their role to a high standard.

The End Point Assessment Organisation (EPAO) for Raise the Bar is **NOCN**.

The EPAO provides an assessment plan, activities, and criteria for your qualification. The Knowledge, Skills, and Behaviours (KSB) will be listed for each assessment method to give you an overview of what you need to do to achieve distinction and pass gradings. Your coach will share an assessment pack with you so you can see the detail that will be the focus for each stage. All the KSB for End-Point Assessment have already been embedded into your programme. There will be no requirement for you to demonstrate any activities that you have not covered already.

For all learners undertaking Level 5 End Point Assessment the EPAO utilise two assessment methods with added subcomponents.

Assessment Methods

Level 5 Operations or
Departmental Manager

Method 1 : Professional discussion supported by the portfolio of evidence.

Method 2 :
Project Proposal, Presentation and Questioning
a) Project Proposal
b) Presentation with Questioning

Method 1 : Professional Discussion supported by the portfolio of evidence.

Throughout your learning journey you, and your development coach will collect a portfolio of evidence highlighting your Knowledge, Skills and Behaviours (KSB) towards the Level 5 Operations/Departmental Manager Apprenticeship Standard.

Your portfolio of evidence submitted will be mapped to ensure it can meet all the criteria desired.

This portfolio is submitted to NOCN, and they will have 5 days to review the evidence.

NOCN will use the portfolio to formulate a professional discussion between yourself and a NOCN assessor on what you have learned and how you have applied it.

The two-way discussion will last 60 minutes with a further 10% at the Assessor's discretion if required.

A minimum of 6 questions will be asked from a bank of questions and will be based on their portfolio review.

The purpose of these questions is to follow-up and clarify knowledge, skills and behaviours displayed in the portfolio of evidence and mapped to this method.

Method 2 :

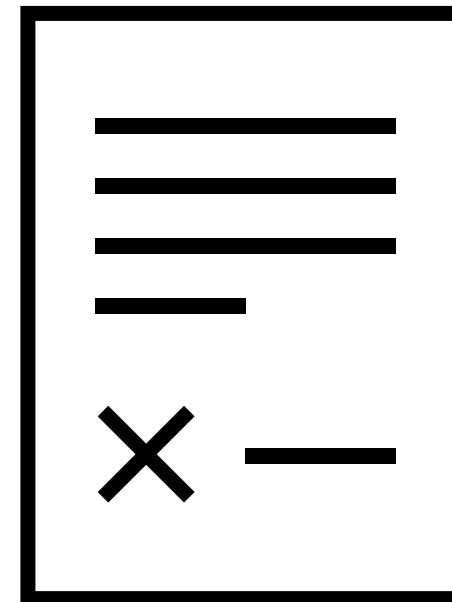
Project Proposal, Presentation and Questioning

a) Project Proposal

Once you reach the end of your learning and you are ready for End Point Assessment, method 2 involves the proposal and implementation of a work-based project.

Firstly, you will need to submit a maximum 500-word project proposal. This proposal will provide an overview of what your project is and how you will accomplish it, your 500-word proposal will need sign off from your employer agreeing you have the time and scope to complete, and it has real business benefit.

NOCN will then review your short proposal and either sign off or reject. Once signed off you will have 12 weeks to write and complete a further 4,000-word project proposal and prepare a presentation on how you have completed your work-based project.



Method 2 :

Project Proposal, Presentation and Questioning

a) Project Proposal

The final project proposal will be 4,000 words (+/- 10%) including tables, graphs, figures, though excluding references and annexes.

You will have 12 weeks to write and submit the proposal and the presentation.

The proposal can be submitted on the same document as your 500-word proposal for ease or alternatively as a separate document.

When the 4,000-word project proposal is submitted, the learner and their employer must verify that the submitted project proposal is the apprentice's own work.

In order to ensure the project proposal is robust and sufficiently covers the KSBs, it should include:

- An executive summary & introduction
- The scope of the proposed project & objectives
- A project plan (including relevant documentation)
- How the proposed project outcomes will be achieved
- Comment on the validity of methods within data analysis.
- Financial budgeting and resources
- Proposed implementation plan including communications & stakeholders
- Advise whether an alternative approach might be considered
- Advise upon whether it could be completed in a more cost or time efficient manner
- Any recommendations and conclusions.

Method 2 :

Project Proposal, Presentation and Questioning

b) Presentation with questions

The learner will prepare and deliver a presentation that appropriately covers the knowledge, skills and behaviours (KSB) assigned to this method of assessment.

The purpose of questioning is to seek clarification of the 4,000-word project proposal or presentation, and to assess the depth and breadth of KSB and to assess any areas which, potentially, you did not have the opportunity to demonstrate within your full project proposal, although these should be kept to a minimum.

The presentation should be submitted to NOCN at the same time as the 4,000-word project proposal. The end point assessor should have two weeks to review the full project proposal prior to the presentation assessment.

The learner needs to notify NOCN at the time of submission of any technical requirements for the presentation component.

Method 2 :

Project Proposal, Presentation and Questioning

b) Presentation with questions

The presentation will focus on your full 4,000-word project proposal and must cover the following:

- Operational management such as business tools, management systems, identifying and overcoming barriers, identifying opportunities and interpretation of data
- Project management such as using tools and techniques to plan and deliver outcomes, approaches to identifying and managing risks
- Finance such as monitoring budgets and financial implications
- Leading people and supporting management of change
- Building relationships
- Communication skills
- Managing self, such as prioritising activities and time management
- Decision making and using evaluation techniques to support the process
- Progress of the implementation of the project proposal to date.

End Point Assessment Grading

To achieve an overall pass, you must achieve **all** the pass criteria in **all** assessment methods.

To achieve an overall distinction, you must achieve **all** the pass criteria and **all** the distinction criteria in **all** assessment methods.

Grades from individual assessment methods will be combined in the following way to determine your final grade of End-Point Assessment:

Assessment Method 1	Assessment Method 2	Overall Grading
Fail	Fail	Fail
Fail	Pass	Fail
Pass	Fail	Fail
Fail	Distinction	Fail
Distinction	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

End Point Assessment Re-sits & Re-takes

Learners who fail one or more assessment methods will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Learners should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

A learner who fails an assessment method, and therefore the End Point Assessment in the first instance, will be required to re-sit or re-take any failed assessment methods only.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless NOCN determines there are exceptional circumstances requiring a re-sit or re-take

The timescales for a re-sit/re-take are agreed between the employer and NOCN. A re-sit is typically taken within 3 months of the End Point Assessment outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 6 months of the End Point Assessment outcome notification. All assessment methods must be taken within a 6-month period, otherwise the entire EPA will need to be re-sat/re-taken.