End-point Assessment Delivery Plan:

Revenues and Welfare Benefits Operative Apprenticeship Standard

Contents

Background

This plan details how LWB Training will carry out end-point assessment for the Level 4 Revenues and Welfare Benefits Practitioner Apprenticeship. We will ensure that all requirements in the published End-Point Assessment Plan are met, ensuring the integrity of the qualification and providing assurance to employers that the assessment provides the confirmation of achievement that they need.

Gateway

We will adapt the booking form to ensure that the following points are confirmed by the employer when the EPA is booked:

- The apprentice has the knowledge required to meet the standard
- The apprentice is consistently demonstrating the skills and behaviours required in the standard
- The apprentice has achieved the required maths and English qualifications
- The apprentice is ready for end-point assessment

The booking form will also ask the employer in which order the apprentice will undertake the three methods of this assessment.

Summary of assessment methods

There are three methods used for this end-point assessment:

- Presentation / question-and-answer on real cases
- Project assignment
- Professional discussion

These may be undertaken in any order, so this will be agreed with the employer in advance.

Details on how each of these will be managed can be found below.

Presentation / question and answer on real cases

This method requires the apprentice to present 5 cases that they have dealt with during their work after Gateway. There are 8 scenarios that must be covered in the 5 cases, so more than one scenario can be covered in an individual case.

Instructions for apprentice

LWB Training will provide instructions for the apprentice when the assessment is booked. This will include:

- Advice on selecting cases
- Advice on how to present evidence, including data protection requirements
- Advice on what to include in the presentation to meet the requirements of the assessment plan

- How the assessment will take place on the day of assessment
- What the apprentice must bring to the assessment

Confirmation from employer

A statement form will be provided to the employer, which will confirm that the cases presented by the apprentice are their own work. This completed and signed form must be provided when the apprentice arrives for this assessment method.

The assessment will not take place without this statement form.

Timescales

Booking of assessment – LWB Training will provide instructions for this assessment method. The date of presentation / question-and-answer will be booked with the employer. This will be for a date that gives the apprentice sufficient time to deal with the required cases in their work and prepare their presentations.

1 week before assessment date – LWB Training will confirm with the employer that the apprentice has had opportunity to deal with all the required scenarios.

Assessment date – Assessment takes place, as described below

Before the session starts

The assessor must arrive at least 1 hour before the assessment is due to take place.

The assessor must check that the room meets the requirements for assessment to take place, including:

- The room is quiet and undisturbed
- There is sufficient space for the assessment to take place comfortably
- There is adequate heating, lighting and ventilation
- The room is free from any information that could provide an unfair advantage (i.e. posters)
- Required facilities, such as computers or projectors, are available and working

The assessor will arrange the room so that the apprentice can start the assessment as easily as possible and without any delay. This will include:

- Checking that any recording equipment is working
- Arranging furniture to ensure comfort
- Ensuring that the apprentice and assessor can see a clock or timer
- Organising documentation so that minimal disruption takes place during the assessment
- Putting a sign on the door that an assessment is being carried out to prevent disturbances

Opening the session

When the apprentice arrives, the assessor will do their best to put the apprentice at their ease. They will welcome the apprentice and explain how the assessment will take place, including how the assessment will be recorded.

Before starting the assessment, the assessor must check:

- The apprentice's identity – this will be checking photographic identification or receiving confirmation from the employer of the apprentice's identity

- The employer's statement confirming that the cases to be presented are the apprentice's own work is complete and signed
- Whether the apprentice has any questions or concerns about the assessment
- Whether there are any reasons that the assessment should not take place or that might affect the apprentice's performance

Conducting the session

The apprentice will present on a case for 10 minutes (+/- 2 minutes) and must include:

- An overview of the situation / case being addressed
- What action was taken
- Why the apprentice took this action, including evidence used
- What legislation applied
- What policies or procedures applied

Each case may be supported by 3 to 6 pieces of evidence from each case. Any evidence must have any personal data removed in advance.

Concluding the session

Once the presentation and question-and-answers are complete, the assessor must not provide any indication of the expected outcome to the apprentice or the employer.

Records

Every page of any paper records that are made during the assessment must be headed as follows:

NAME OF APPRENTICE – EMPLOYER – DATE – Presentation / Q&A

Any electronic records that are made during the assessment must include the apprentice's name, employer and the date. Records must be saved with the following name format:

NAME OF APPRENTICE – EMPLOYER – DATE – Presentation / Q&A – TYPE OF RECORD

Any recordings that are made of the assessment must be saved with the same name format.

At the end of the assessment session, all records must be transported and/or transmitted securely in line with the guidelines provided to assessors.

Inferences

The assessment plan allows for assessors to draw inferences from the information provided. The assessor must record any inferences that they have drawn and a justification of why they have done so.

Scoring

Following the session, the assessor will use the scoring matrix provided by LWB Training to determine whether this method has resulted in a fail, pass or distinction.

Each criterion must be met at least once.

Remote assessment

Where assessment takes places by means of video conferencing, the assessor is responsible for:

- Ensuring that all equipment is working to minimise disruption

- Confirming with the employer that the apprentice is responding on their own, i.e. there is no prompt being provided off screen

Assessors conducting assessment remotely should be especially vigilant to look out for signs of prompting or unusual behaviour on the part of the apprentice. Assessors should challenge unusual behaviour, and if necessary, suspend the assessment until assured that there is no inappropriate activity taking place.

Project assignment

This method requires the apprentice to prepare a written response to a 2-part assignment. Both parts will be provided at the same time as part of the same assignment.

Assignment bank

LWB Training will maintain a bank of assignments that will contain at least:

- 6 mock dispute / appeal cases that require an evidence submission list to be prepared with an explanation of the reasons for selecting each item to include
- 24 questions on appeal legislation, process and activities

Half of the mock cases and half of the questions will be focused on revenues appeals. Half will be focused on benefit appeals.

These will be reviewed at least once a year, and at least one quarter of the questions will be adjusted to prevent predictability.

LWB Training will record which cases and which questions have been used for which apprentices and which employers. We will aim to use different cases and questions for apprentices at the same employer.

Instructions for apprentice

LWB Training will provide instructions for the apprentice when the assessment is booked. This will include:

- A sample assignment so the apprentice can see the layout and prepare themselves for the actual assignment
- Instructions on how to present the response
- Advice on what to include in the response to meet the requirements of the assessment plan (e.g. word count)
- How to submit the response
- What the apprentice must include with the response

Confirmation from employer

A statement form will be provided to the employer, which will confirm that the response presented by the apprentice is their own work. This completed and signed form must be provided with the apprentice's response.

The assessment will not take place without this statement form.

Timescales

Booking of assessment – The employer will confirm when the assignment should be provided to the apprentice. If this is the first method to be conducted, the employer can select a date. If it is the second or third method to be conducted, LWB Training will automatically provide the assignment within 7 working days of the apprentice completing the previous method.

LWB Training will give the deadline to the apprentice and the employer at the time that the assignment is provided.

3 weeks after assignment provided – The apprentice must submit the completed assignment response by the given date. We will recommend that the response should be submitted before the last day where possible, in case of technical difficulties or delays.

If the response is not received by the deadline date, this part of the assessment must be retaken. The employer may have to pay an additional fee if this occurs.

2 weeks after response received – This is the deadline for assessment to take place, as described below.

Records

Every page of any paper records that are made during the assessment must be headed as follows:

NAME OF APPRENTICE – EMPLOYER – DATE – Assignment

Any electronic records that are made during the assessment must include the apprentice's name, employer and the date. Records must be saved with the following name format:

NAME OF APPRENTICE – EMPLOYER – DATE – Assignment – TYPE OF RECORD

Scoring

The assessor will use the scoring matrix provided by LWB Training to determine whether this method has resulted in a fail or pass.

Each criterion must be met at least once.

Professional discussion

This method requires the apprentice and assessor to have a professional discussion, covering the points detailed in the published assessment plan.

Instructions for apprentice

LWB Training will provide instructions for the apprentice when the assessment is booked. This will include:

- An explanation of how the professional discussion will take place
- The points from the standard that will be covered
- Advice on how to provide sufficient information during the discussion

Timescales

Booking of assessment – LWB Training will provide instructions for this assessment method. The date of the professional discussion will be booked with the employer. This may be on the same day as the presentation / question-and-answer but does not have to be.

1 week before assessment date – LWB Training will confirm the arrangements for the assessment.

Assessment date – Assessment takes place, as described below

Before the session starts

The assessor must arrive at least 1 hour before the assessment is due to take place.

The assessor must check that the room meets the requirements for assessment to take place, including:

- The room is quiet and undisturbed
- There is sufficient space for the assessment to take place comfortably
- There is adequate heating, lighting and ventilation
- The room is free from any information that could provide an unfair advantage (i.e. posters)

The assessor will arrange the room so that the apprentice can start the assessment as easily as possible and without any delay. This will include:

- Checking that any recording equipment is working
- Arranging furniture to ensure comfort
- Ensuring that the apprentice and assessor can see a clock or timer
- Organising documentation so that minimal disruption takes place during the assessment
- Putting a sign on the door that an assessment is being carried out to prevent disturbances

Opening the session

When the apprentice arrives, the assessor will do their best to put the apprentice at their ease. They will welcome the apprentice and explain how the assessment will take place, including how the assessment will be recorded.

Before starting the assessment, the assessor must check:

- The apprentice's identity – this will be checking photographic identification or receiving confirmation from the employer of the apprentice's identity
- Whether the apprentice has any questions or concerns about the assessment
- Whether there are any reasons that the assessment should not take place or that might affect the apprentice's performance

Conducting the session

The discussion will last for50 minutes (+/-10%) and will be based around at least 7 questions that cover the required aspects of the standard.

The assessor may ask supplementary questions to draw out details from the apprentice.

Concluding the session

Once the discussion is complete, the assessor must not provide any indication of the expected outcome to the apprentice or the employer.

Records

Every page of any paper records that are made during the assessment must be headed as follows:

NAME OF APPRENTICE – EMPLOYER – DATE – Discussion

Any electronic records that are made during the assessment must include the apprentice's name, employer and the date. Records must be saved with the following name format:

NAME OF APPRENTICE – EMPLOYER – DATE – Discussion – TYPE OF RECORD

Any recordings that are made of the assessment must be saved with the same name format.

At the end of the assessment session, all records must be transported and/or transmitted securely in line with the guidelines provided to assessors.

Scoring

Following the session, the assessor will use the scoring matrix provided by LWB Training to determine whether this method has resulted in a fail, pass or distinction.

Each criterion must be met at least once.

Question bank

LWB Training will maintain a bank of assignments that will contain at least:

- 3 questions on each of the aspects covered in this assessment method

These will be reviewed at least once a year, and at least one quarter of the questions will be adjusted to prevent predictability.

LWB Training will record which questions have been used for which apprentices and which employers. We will aim to use different questions for apprentices at the same employer.

Remote assessment

Where assessment takes places by means of video conferencing or telephone, the assessor is responsible for:

- Ensuring that all equipment is working to minimise disruption
- Confirming with the employer that the apprentice is responding on their own, i.e. there is no unseen prompt being provided

Assessors conducting assessment remotely should be especially vigilant to look out for signs of prompting or unusual behaviour on the part of the apprentice. Assessors should challenge unusual behaviour, and if necessary, suspend the assessment until assured that there is no inappropriate activity taking place.

Management of materials

All materials used in assessment, such as recording documentation, questions and assignments, remain the property of LWB Training, and may not be used by any other organisation.

Final assessment decision

Once all three methods have been carried out, the assessor will determine whether the apprentice has failed, passed or gained a distinction.

Once the grade has been determined, the assessor will notify the quality assurance team. They will let the assessor know within 1 week whether the assessment will be subject to moderation activity. If not, the assessor will notify the apprentice and the employer of the grade achieved and will claim the apprentice's certificate from the Institute for Apprenticeships.

If the assessment is subject to moderation activity, this will be carried out within 1 week of the grade being notified to the quality assurance team. The assessor will notify the apprentice and the employer of the grade achieved once this is complete. They will then claim the apprentice's certificate from the Institute for Apprenticeships.

Resits

If an apprentice fails any element of the assessment, the assessor will notify the employer of which elements were failed and the reasons for this.

The employer must decide whether the apprentice will be submitted for a resit, which does not require additional learning, or for a retake after additional learning, or whether neither will take place.

The assessor will notify the employer of the additional cost of a resit or retake. The employer must pay the additional cost at the time of booking the resit or retake.

If a resit is required, all of the conditions described in this plan will apply, with the exception of the timescales, as a resit may be booked with a shorter notice period.

If a retake is required, the employer, training provider and apprentice must agree a development plan for the additional learning that will take place. This must be provided to the assessor. Once the plan is complete, a retake may be booked. All of the conditions described in this plan will apply, with the exception of the timescales, as a retake may be booked with a shorter notice period.