
EPA Specification Maintenance and Operations Engineering Technician – Plant Operations Technician



EPA Specification Section 3 – Service Delivery and Gateway Eligibility

- EUIAS Service Delivery
- How to prepare for gateway
- The Gateway meeting
- Timeline

Contacts

This specification has been designed to provide all the advice and guidance you need to prepare yourself and your apprentices for end-point assessment. However, if you have any further questions please contact the EUIAS Help Desk using one of the following:

Help Desk email: enquiries@euias.co.uk

Help Desk telephone: 0121 745 1310 option 2

EUIAS Service Delivery

Whether you are an employer or a training provider (or both) your initial engagement will probably be with a business development manager who will introduce you to this document and take you through the EPA service that we offer. Our aim is to make the experience as straight-forward and easy to engage with as possible.

The key to a successful EPA experience is early identification of requirements to enable proper planning to take place and this section explains the requirements for preparing for the MOET EPA.

All the requirements discussed below are important, but some of them are critical, in particular the Gateway Eligibility Requirements. It is important to note that the end-point assessments cannot proceed without the Gateway Eligibility requirements being met. A completed Gateway Eligibility Report with supporting documents is required for each apprentice before EPA.

The EPA Window

All end-point assessments have a 'window' during which the end-point assessment must be completed, to avoid apprentices 'timing out'. The EPA window for the MOET standard is 6 months. The EPA window for each apprentice commences on the date they take the first element of their EPA, for example, the day of the Knowledge Assessment. All EPA activities must be completed within this 6-month window and EUIAS will work with you to schedule the EPA as close to the beginning of the window as possible to allow for re-sits if necessary.

Service Level Agreement (SLA) and Cohort Registration Form

EUIAS uses three documents to capture the details of the end-point assessment agreement:

- Service Level Agreement form – signed by employer and provider
- Cohort Registration form – signed by employer and provider; this form identifies the apprentices in the cohort
- Learner submission form (spreadsheet of learner names with ULN)

The Cohort Registration Form includes a section where the employer formally appoints the EUIAS as their end-point assessment organisation for the named apprentices.

In some cases, it may not be possible to have the employer and the lead-provider together at the same time. In this case, EUIAS will work initially with the lead provider then circulate copies of the two forms to the employer(s) to allow them to add their signatures.

Initial Engagement

Initial engagement with EUIAS will usually take place well before the EPA is due to take place and sometimes before the apprentices start their programme. The initial engagement meeting will cover:

- The numbers of apprentices in the cohort
- Any Reasonable Adjustments you want to apply for
- The relevant specialist pathways; it is very important that this apprenticeship, and the pathway within it, is the right one for your requirements. The apprentice will be assessed against the requirements of the standard and not what they actually do within their job role
- The expected date(s) of EPA
- The employer/lead provider for each apprentice

- The EUIAS operates a two-stage payment schedule:
 - Stage One applies at the registration stage when the initial registration fee is due.
 - Stage Two applies at Gateway, when the balance of the agreed fee is due.
- For nuclear/power generation, employers may provide assessors for the Practical Observation (not the Technical Interview); if so, this should be flagged at this stage as it affects pricing, and assessors must be standardised and approved by EUIAS before they can carry out any assessments
- Completion of the Service Level Agreement
- Arrangements for 'site review' to confirm that the proposed location for the Practical Observation provides all the opportunities for the apprentice to cover the standard. Where possible, all assessment sites should be identified at this stage. The practical observation normally takes 5 to 6 hours per apprentice, and must involve working on a complex task; the location and the tasks must be appropriate
- The Technical Interview – these normally last two hours; where they will take place and how the portfolios will be shared with EUIAS
- Compiling the portfolio of evidence that is reviewed during the Technical Interview – what to put in the portfolio and how to signpost it
- The Knowledge Assessment – where it will take place and who will invigilate

Further details of the assessment methods are in Section 5 of this EPA Specification.

During the initial engagement, we will also cover the support that is available employers/training providers. We are confident that most, if not all the answers you need are contained within this Specification, but we are always available to provide answers to specific queries using the Help Desk email enquiries@euias.co.uk.

Appointment/Registration

The appointment stage is the first formal stage of working with EUIAS. This stage must involve both the employer and the training provider (if applicable).

Successful appointment involves the completion of all the following:

- Completion of the Cohort Registration Form, officially appointing EUIAS as the EPAO for this cohort. The form contains
- Details of the training provider (if applicable)
- Confirmation of learner numbers and specialist pathways
- Confirmation of expected EPA dates
- Confirmation of the level of service agreed with EUIAS, with pricing
- Confirmation that you will give a minimum of three months' notice of apprentices being ready for EPA (especially important if you bring forward the completion date)
- Signatures from both the employer and the training provider (if applicable)
- Completion of the Learner Submission form listing each learner in the cohort
- A purchase order from the lead-provider to EUIAS to the value agreed

If it has not already taken place, the details of the EPA will be discussed (as described in the Initial Engagement Section above) with the employer and training provider (if applicable) to agree roles and responsibilities.

On programme

It is the responsibility of the training provider to create and deliver the apprentice training programme, ensuring you comply with the relevant ESFA rules. The EUIAS has no formal involvement in the 'on-programme' aspect of the apprenticeship. However, we DO provide guidance on how to put together the portfolio that is required for the Technical Interview. This can be found in Section 5.

We do appreciate that circumstances change so please notify us if:

- Expected end-dates change, giving at least three months' notice of readiness for end-point assessment
- Any cohort details change, especially if an apprentice drops off the programme
- Any anticipated changes in venues for the end-point assessments

Standardisation of employer-assessors (nuclear/power generation only)

For the nuclear/power generation sector, the employer may opt to nominate their own assessors to carry out the Practical Observation. This will be covered during the Initial Engagement meeting. Names will be requested nearer the time of the EPA so that they can be approved and standardised by EUIAS before they carry out any assessments. They will be required to provide up to date CVs including details of their continuing professional development and must not be involved in the training or line management of any apprentices they assess. This information can be sent in to enquiries@euias.co.uk.

Scheduling the end-point assessment

The EPA for MOET is very resource intensive, both in terms of availability of specialist settings for the Practical Observation and specialist assessors that are required. It is imperative that the apprentices must be available for all assessments, which seems obvious, but can prove problematic if communications are not as clear as they should be. Employer, training provider and EUIAS must keep in touch and notify each other of any changes as soon as they occur.

To help things run smoothly, you must inform EUIAS between 3 and 6 months before you expect to have your Gateway meetings with the cohort. The EUIAS Service Delivery team will be making contact with you during this time, to facilitate two-way communication. Your proposed EPA date may be sooner than was originally anticipated at the time of registration, which is OK so long as the apprentice(s) has been on programme for at least a year. We cannot confirm any EPA arrangements until we have confirmation of Gateway Eligibility, as discussed in the next section, but we will put together a provisional plan and share it with you. As a customer, you probably want to confirm gateway Eligibility on one day and have the first end-point assessments the next day. The reality is that scheduling takes time and can take varying periods of time. The early notification helps us put together a provisional schedule, but we can only confirm it after Gateway Eligibility requirements are all met. The fewer changes you make to the information you give us three months before Gateway, the sooner it will be before we can start the EPA. We too commit to making last-minute changes as rare as possible.

For nuclear/power generation employers using their own EUIAS-approved assessors, we will work with you on scheduling to ensure that Practical Observations and Technical Interviews are scheduled in an efficient manner.

We always aim to accommodate your requirements when scheduling, taking account of availability of apprentices, location and availability of assessment venues, availability of assessors and also ensuring that we have evidence of the pre-requisites, in particular the L2 English and mathematics.

As soon as possible after Gateway, EUIAS will confirm with you the end-point assessment arrangements for each apprentice in the cohort.

We will always try to schedule as soon as possible within the 6-month window, to allow time for any re-sits before the window closes.

How to prepare for gateway

On completion of their on-programme learning apprentices should be ready to pass through 'gateway' to their end-point assessment.

At this point, the employer, training provider and apprentice should hold a Gateway Eligibility meeting. The purpose of this meeting is to confirm that all parties agree the apprentice has met the requirements of the apprenticeship standard and is ready for end- point assessment. Note that the EUIAS is **NOT** present at this meeting. It is your sole responsibility to assure yourself, along with the training provider (if applicable) that the apprentice is ready for end-point assessment.

You are advised that the apprentice should prepare for this meeting by bringing along work-based evidence, including:

- Portfolio of evidence
- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standard during the on-programme:
- achieved Level 2 English
- achieved Level 2 maths

Apprentices should be advised by employers and providers to gather this evidence throughout their on-programme training, **copies or scans of certificates WILL be required by EUIAS** before the apprentice can start EPA. Typically, these will be functional skills qualifications at Level 2 or GCSEs at grade C or above, or grade 4 and above.

It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the gateway meeting is arranged.

The Gateway meeting

To comply with end-point assessment rules, EUIAS is not present at the Gateway meeting. Ideally it would be conducted with the apprentice, training provider and the employer present. Gateway meetings last about an hour and are completed on or after the apprenticeship on-programme end date. It should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme, such as the line manager/employer or mentor and the on-programme trainer/training provider.

During the meeting, the apprentice, employer and training provider will discuss the different aspects of the apprenticeship standard and confirm that the apprentice has met the full criteria of the apprenticeship standard during their on-programme training. A copy of standard and the assessment plan (ST0154/AP02) should be available at the meeting. In addition, the apprentice should be informed that EUIAS will be conducting the end-point assessment and that copies of the following policies are available on the EUIAS web site at euias.co.uk:

- appeals policy
- complaints policy

At the meeting, the apprentice should be informed that they are required to have proof of their identity with them for each end- point activity. EUIAS will accept the following as proof of identity:

- a valid passport
- a UK driving licence
- a valid warrant card issued by HM forces or uniformed services
- other photographic ID card such as an employee ID card or travel card

At the meeting, the Gateway Eligibility Report (GER) below must be completed, agreed and signed by all 3 parties* and submitted to EUIAS at enquiries@euias.co.uk with the subject line “GER – apprentice name – provider name”.

A completed GER form is required for every apprentice you want to enter for end-point assessment.

*Where possible. We recognise that some meetings will take place at distance in which case an email agreement from the apprentice should be appended to the GER form.

The current MOET assessment plan (ST0154/AP02) does not prescribe the Gateway meeting, although it is good practice. The Gateway Eligibility Report IS a requirement of the EUIAS. If it is not possible to have the employer present at the time the Gateway Eligibility Form is completed by the apprentice and training provider, EUIAS will contact the employer to gain their signature.

Reasonable adjustments

If you wish to apply for reasonable adjustments on behalf of any of your apprentices, please do so at the same time as submitting the GER form, using the EUIAS Reasonable Adjustment Policy and Application that can be found at euias.co.uk

Re-sits and Re-takes

Any component that is failed can be re-sat within the EPA window. It is not possible to re-sit outside of the EPA window. If an apprentice is not successful, they can undertake a period of further training and re-take the failed components within a new EPA assessment window.

Timeline

Typical timeline in months, before and after the Gateway.

Initial engagement - 36 months before Gateway

Initial engagement, informal meeting between EUIAS and to agree:

- The numbers of apprentices in the cohort
- Any Reasonable Adjustments you want to apply for
- The relevant specialist pathways
- Expected location(s) for the Practical Observation
- The expected date(s) of EPA
- The Training Provider
- The payment schedule
- For the nuclear/power generation sector, the use of employer-assessors
- Completion of Service Level Agreement (employer AND lead provider)

**36 months before Gateway to
6 months before Gateway**

The apprentice is on-programme, and compiling their portfolio of evidence to support the Technical Interview Formal Appointment/registration using the Employer Agreement/Cohort Registration form (Triggers Stage 1 payment)

EUIAS:

- EUIAS will issue the Privacy Notice which must be shared with every apprentice in the cohort

Employer/training provider:

- Complete the Cohort Registration form, signed jointly by employer and TP, with:
- Confirmation of learner numbers and specialist pathways
- Confirmation of expected EPA dates
- Confirmation of the level of service agreed with EUIAS, with pricing
- Confirmation that you will give three months' notice of apprentices being ready for EPA
- Completion of the Learner Submission form including each learner in the cohort
- A purchase order from the lead provider to EUIAS to the value agreed

**36 months before Gateway to
6 months before Gateway**

Update calls (as agreed)

- EUIAS will periodically call designated contact to enquire about progress towards EPA
- EUIAS provides on-going support via enquiries@euias.co.uk
- Employer/training provider will give at least 6 months' notice of any proposed change to EPA dates

6 months before Gateway to Gateway

- Employer/training provider provides details of Practical Observation to EUIAS ie. venue, type of plant/equipment; which specialist skills to be covered by each apprentice

3 months before Gateway to Gateway

- If applicable, employer supplies names and details of employer assessors to EUIAS, who will arrange their standardisation (nuclear/power generation sector only)
- Employer/provider to compile evidence of meeting eligibility requirements (English and maths)
- Employer/provider should also be arranging practice assessments for apprentices

Gateway

Employer/training provider:

- Provide completed Gateway Eligibility Report for each apprentice
- Ensure ALL eligibility requirements are met for each apprentice going forward to EPA
- Purchase order for Stage 2 payments

Gateway, and the 6 month EPA window

End-point Assessment window (nb. 6 month window for each assessment commences on the date of their first EPA activity)

The Knowledge Assessment and the Practical Observation can be undertaken in any order, but we strongly recommend the knowledge test is carried out first. Our pricing is based on being able to test every apprentice in the cohort at the same time (knowledge test). The Technical Interview must be the final assessment component.

EUIAS

- Schedule the assessments, in discussion with the employer/training provider
- Provides assessors for all assessment activities (unless otherwise agreed)
- Provides invigilator for Knowledge Assessment (if agreed in the price)
- Arranges re-sits within the 6 month EPA window, if required
- Carries out a final moderation to confirm grading decisions
- Will provide results of EPA with 11 days of final moderation

Employer/training provider

- Ensures apprentices are briefed and prepared for EPA, including location and timings of assessments
- Provides venue for the knowledge assessment (and re-sits if required)
- Provides access and details of venue for Practical Observation, as previously agreed with EUIAS

A re-take will be arranged, with the agreement of all parties, for apprentices who have failed a component or components and are deemed to require further training before being ready for end-point assessment.

Time-line summary for Employers and training provider; refer to previous section for details

36 months before Gateway

- Complete SLA (employer and provider) and Learner submission form
- Completion of Employer Appointment and Cohort Registration form
- Raise purchase order for registration fees (Stage 1 payment)

6 months before Gateway

- Notify EUIAS of any changes to EPA dates
- Confirm arrangements for practical assessment tasks with EUIAS; this will include EUIAS approval of proposed Observation task
- Apprentices completing their portfolios

3 months before Gateway

- Identify employed assessors and notify to EUIAS for initial standardisation (nuclear/power generation sector only)
- Employer/training provider compiling eligibility documents (English/maths) for all apprentices
- Carry out practice assessments with apprentices

Gateway

- Gateway meeting between apprentice, provider and employer to confirm Gateway readiness
- Return completed Gateway Eligibility Report, with required documentation, to EUIAS, one per apprentice

The 6 month EPA window

- Ensure apprentices are available for their EPA activities
- Knowledge Assessment is usually first, Technical Interview must be last

EUIAS Level 3 End-point Assessment for Maintenance Operations Engineer Technician - Plant Operations

Gateway Eligibility Report

(Standard Version: ST0154 version 1, 2016; Assessment Plan Version: ST0154/AP02)

Apprentice's details

Apprentice's name:	Apprentice's job title:
Name of Employer:	Name of Training provider:
Employer representatives present:	Training provider representatives present:
Apprenticeship start date:	Apprenticeship on-programme end date:
Gateway meeting date:	
Has the apprentice taken any part of the end-point assessment for this apprenticeship standard with any other End Point Assessment Organisation?	Y / N
If "Yes" please give details:	

Eligibility requirements for MOET

The apprentice must confirm their achievement of the following:

Eligibility requirement	Achieved by the apprentice? Y/N	Evidence (scans of certificates MUST be included)
Achieved English level 2		
Achieved maths level 2		

Gateway Eligibility Declaration

The apprentice, the employer and the training provider must sign this form to confirm that they understand and agree to the following:

1. The apprentice has completed the required on-programme elements of the apprenticeship and is ready for end-point assessment with EUIAS
2. The apprentice will only submit their own work as part of end-point assessment
3. All parties agree that end-point assessment evidence may be recorded and stored by EUIAS for quality assurance purposes
4. The apprentice has been on-programme for a minimum duration of 365 days
5. The apprentice has achieved the mathematics and English requirements as detailed in this document
6. The apprentice, if successful, gives permission for EUIAS to request the apprenticeship certificate from the ESFA who issue the certificate on behalf of the Secretary of State
7. The apprentice has been directed to the EUIAS Appeals Policy and Complaints Policy
8. The employer/training provider has given the EUIAS at least three months' notice of requesting this EPA for this apprentice
9. If the Gateway Eligibility Report is not completed in full, meeting all requirements, and submitted to EUIAS, the end-point assessment cannot take place

Signed on behalf of the employer (print name):	Signature:	Date:
Signed on behalf of the training provider (print name):	Signature:	Date:
Apprentice's name (print):	Signature:	Date:

EUIAS use only:	
EUIAS Sign off:	
Comments/actions:	