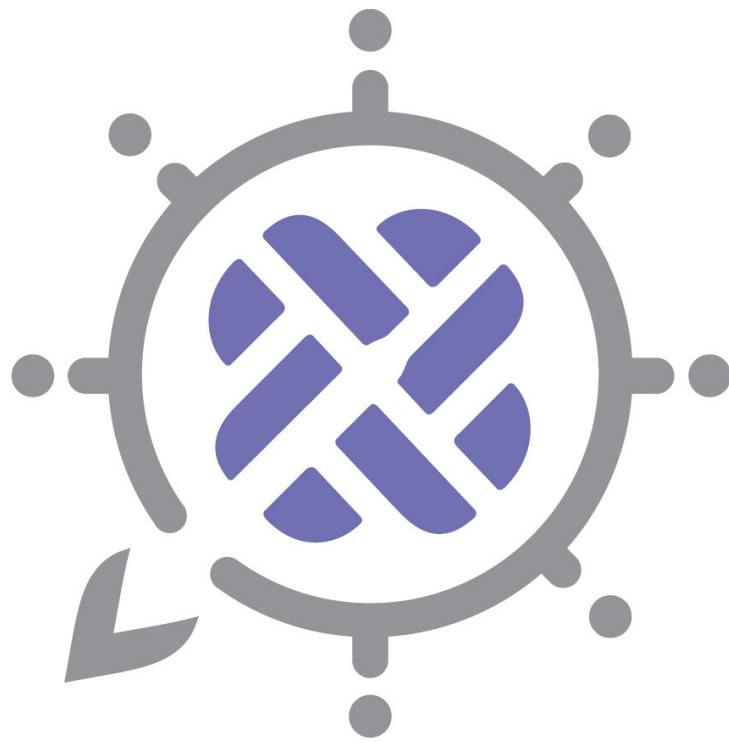


OPERATIONAL DELIVERY OFFICER

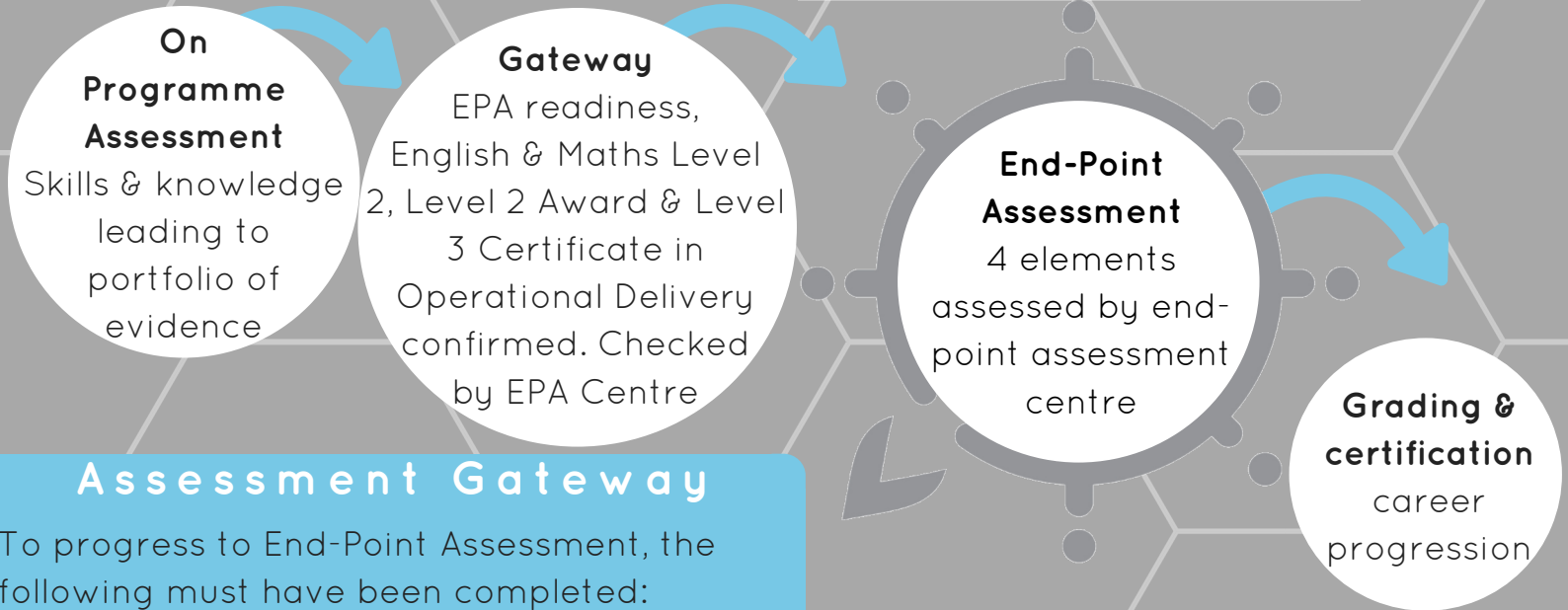
End-Point Assessment



**SOUTH WEST
COUNCILS**

General Information

Level 3
12 Months
ST0314



Assessment Gateway

To progress to End-Point Assessment, the following must have been completed:

- The Apprentice attends a formal meeting with the Training Provider and employer to agree readiness for End-Point Assessment
- The employer agrees an assessment plan with South West Councils (all assessment elements should be completed within 3 months)

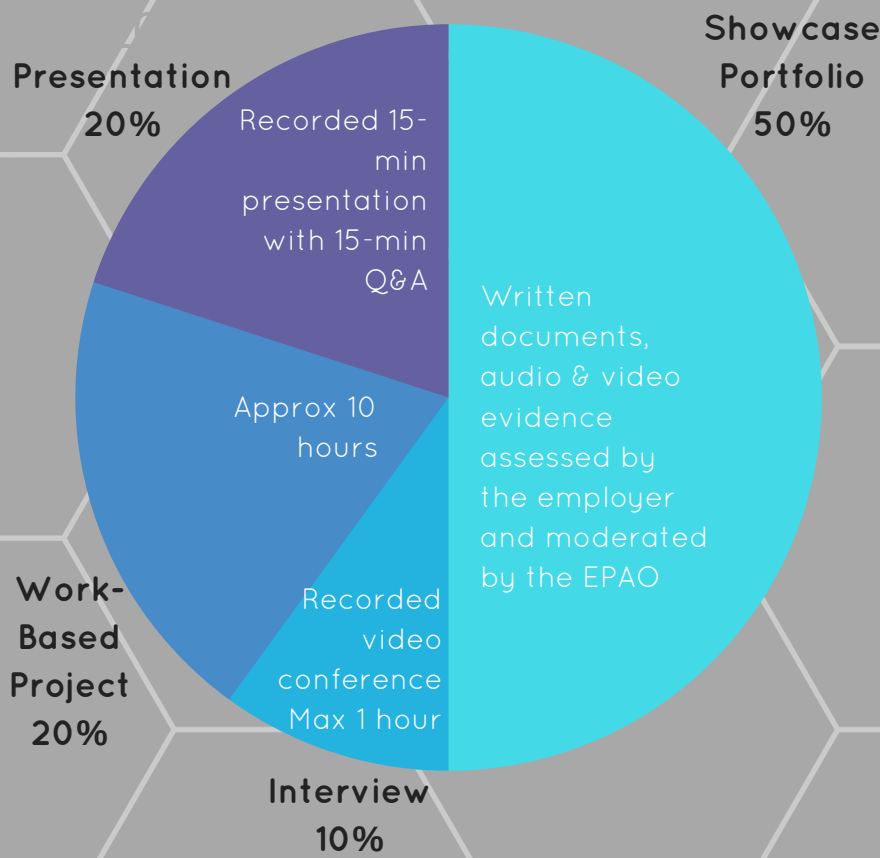
	Showcase Portfolio	Interview	Work-based Project	Presentation
Values	Integrity	✓	✓	
	Honesty	✓	✓	
	Objectivity	✓	✓	
Knowledge	Impartiality	✓	✓	
	Legislation, policies and procedures	✓	✓	
	Customers	✓	✓	
Skills	Range of services	✓	✓	
	Customer service	✓	✓	
	Communication	✓	✓	
	Working together	✓	✓	
	Gathering and managing information	✓	✓	
	Negotiating and influencing	✓	✓	
	Problem solving and decision-making	✓	✓	
	Tools and equipment	✓	✓	
	Professionalism, self-management/ awareness	✓	✓	
	Changing and improving	✓	✓	
Behaviours	Making effective decisions	✓	✓	
	Leading and communicating	✓	✓	
	Collaborating and partnering	✓	✓	
	Building capability for all	✓	✓	
	Managing a quality service	✓	✓	
	Delivering at a pace	✓	✓	
		✓	✓	

A business related project to demonstrate the application of the skills, knowledge and behaviours

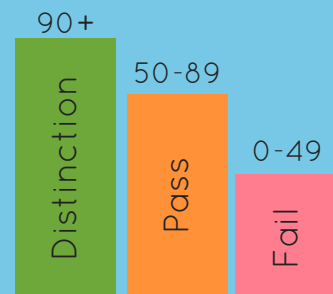
A presentation focusing on a substantive work-based topic

Quality Assurance

A sample of 40% of the assessment decisions will be selected by an Internal Quality Assurer to ensure a consistent approach to assessment. A further sample is selected by the External Quality Assurer to ensure the robustness of the assessment & verification process



South West Councils will assign an Assessor with overall responsibility for awarding scores and making assessment judgments about each of the assessment elements. The scores for each element will be combined to provide the final grading:



EPA Fees

Operational Delivery Officer

Non-member organisation

£600

Member organisation

£570

Resit Fees:

Showcase Portfolio

£105

£100

Interview

£240

£228

Work-Based Project

£70

£67

Presentation

£70

£67

Payment Terms

£45 payable at registration covering set up & administration costs (£60 for non-member organisations) with the remainder payable at Gateway & before EPA commences (non-refundable)

Apprentices using South West Councils' EPA service must read our **Policies and Statements document**, paying particular attention to the **Malpractice and Plagiarism** policy and the **Appeals** policy

Apprentices are registered on our EPA system at the start of their programme. Their account is activated when the Training Provider confirms they are ready for End-Point Assessment. Gateway declarations are confirmed and appropriate evidence uploaded. Apprentices can upload portfolio evidence for assessment. Assessors make assessment decisions and upload recordings of discussions, observations and presentations along with feedback comments for each assessment element. Apprentices receive digital badges for each successfully completed assessment element. When all assessment elements have been achieved, Final Sign Off is actioned and the Apprentices' certificate is claimed

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