

Covid-19 Customer Guide for End Point Assessment with OAL

August 2020 Edition

As the worldwide Covid-19 Pandemic continues to halt, disrupt and complicate delivery of apprenticeship training and End Point Assessment (EPA), OAL have worked tirelessly with our employer and provider customers to present workable solutions to enable EPA to continue.

This has involved OAL working with the varying EQA bodies such as; Ofqual, NSAR, People1st and Open Awards as well as with rival EPAOs and the Institute for Apprenticeships and Technical Education (IfATE) to make amendments to existing Assessment Plans to enable remote EPA where face to face assessments were previously required.

Although each standard varies in the adaptations that have been made, the process for booking EPA and the channels of communication with you and your apprentices' remain much the same.

If you are unsure of the adaptations that have been made, how this will impact on your apprentice, the rights of the apprentice to refuse adaptations etc. then please contact OAL and we will be happy to assist.

Remote Assessments including Knowledge tests

Where an apprentice has opted to use an adapted or remote assessment the platform used by OAL is Zoom. This enables our Assessors to; have audio visual contact with the apprentice and for the apprentice to be able to see and hear the assessor, share screens (both the assessor and the apprentice can share their screen), the assessor can video record the assessment for moderation (which can be reviewed by OAL in case of appeal) and most importantly, it allows our assessor to give control of their screen, remotely, to the apprentice who can then complete knowledge tests without the test ever leaving the assessors computer (Zoom is the only platform that can do this).

How do Bookings work on the OAL Portal?

There is no change to the booking process, other than you **MUST** provide us with the Apprentice's email address and phone number (you do this in the notes section when uploading Gateway evidence). You continue to book using the OAL Portal, as instructed using the User Guides. If, in the case of an observation, the apprentice does not want to use the Adaptation but would like to complete the other components of EPA, you can book in the components you require and then request a break in EPA until the original assessment method can be resumed. However, we are able to carry out some assessments face to face (subject to risk assessment) please ask in advance if you would like a face to face assessment.

What does my Apprentice have to do?

The Apprentice needs to be fully informed by the Provider of timings and details in order to prepare.

OAL **Do NOT** contact the apprentice or the apprentice's employer to confirm booking. Booking is confirmed through the Portal with the Provider.

The Apprentice needs to ensure that they meet the below requirements:

- Access to a laptop/ computer with a camera and microphone
- Access to a reliable broadband internet connection
- Be in a quiet area where they are not going to be disturbed. It is advised that they add a note to the door so they are not interrupted
- Provide photographic ID to present to the Independent Assessor
- Be able to show the Independent Assessor the environment under OAL's Invigilation policy (a full sweep of the room using the laptop camera)
- Be able to type on the screen (If the Apprentice has a Reasonable Adjustment/ Special Consideration this needs to be applied in advance if extra time is required).

Tests will not be sent out via email

How does the Independent Assessor make contact?

The Independent Assessor will have no input with the Apprentice until the date of the Assessment, in line with OAL's policies and processes and in order to maintain independence of assessment.

The Independent Assessor will call the Apprentice 5-10 minutes prior to the Assessment in order for them to explain the structure and set up a zoom invitation.

The Independent Assessor will then email a Zoom invite (with login details and link) to the apprentice

Will my Apprentice have to pay for Zoom?

No the Apprentice will not have to pay to use zoom. The Apprentice will utilise the link that is sent to them.

The Apprentice wants to continue but the Employer doesn't permit Zoom, is it secure and can other methods be applied?

Zoom now comes with added security features and the Apprentice will be admitted by the Endpoint Assessor on the system as part of added security checks.

Zoom is the only platform recognised for use for EPA by Occupational Awards Limited and our relevant EQA bodies (please see the attached guide on Remote EPA Platform).