

**Broadcast and Media Systems Technical Operator  
Level 3  
Apprenticeship Standard  
End-Point Assessment Plan**

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## 1. Introduction

This document sets out the requirements and process for the End-Point assessment of the Broadcast and Media Systems Technical Operator Apprenticeship Standard. All apprenticeship standards must include an independent End-Point assessment to check the apprentice's overall performance against the standard.

The document is designed for employers, apprentices, training providers and assessment organisations and should be read in conjunction with the Broadcast and Media Systems Technical Operator approved apprenticeship standard.

The duration of the Broadcast and Media Systems Technical Operator is typically 22 months depending on prior qualifications and relevant experience.

This assessment plan has been designed to ensure that:

- Apprentices meet the knowledge, skills, and behaviours as defined within the standard.
- The End-Point assessment is appropriate, feasible and consistent.
- The process adds value to both the apprentice and employer.

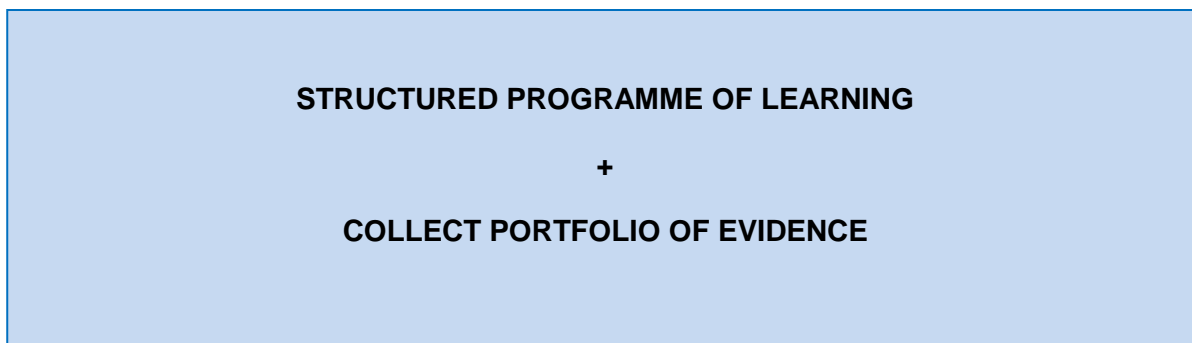
The approach to assessment has adopted the following broad principles;

- The assessment process will build on, and complement, the on-programme learning and development.
- It should encourage continuing professional development.

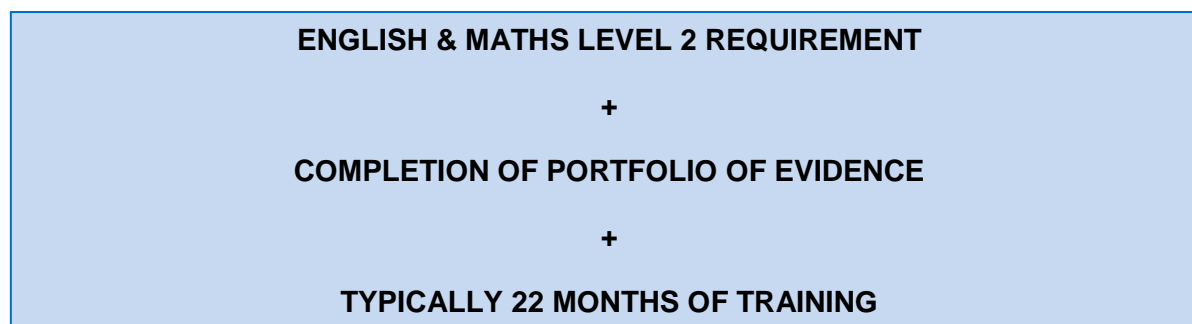
The End-Point assessment must have independence and successful completion will lead to final certification of the apprenticeship and demonstrate that the apprentice is fully competent and can work safely and confidently as Broadcast and Media Systems Technical Operator.

## 2. Summary of apprenticeship journey

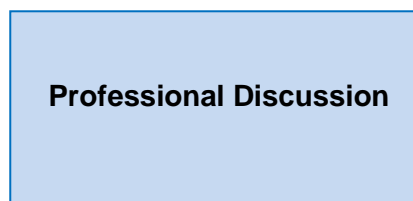
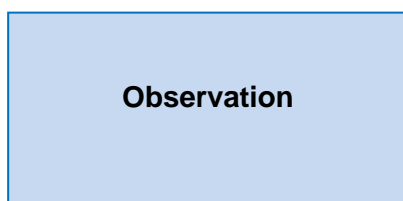
### On-programme Activity:



### Assessment Gateway:



### End-Point Assessment:



### 3. On-Programme Learning and Assessment

#### On-programme activities:

Activity	Timescale	Requirement
A structured programme of learning and assessment typically for 22 months.	Before the EPA	Recommended
Collection of a portfolio of evidence to provide the basis for the discussion during the Professional Discussion element of the End-Point Assessment	Before the EPA	Mandatory
English & Maths at Level 2 Requirement	Before taking the End-Point assessment	Mandatory

### 4. Readiness for the End-Point Assessment (The Gateway Process)

The End-Point Assessment is holistic, that is, it takes an overview of an apprentice's competence. It is important, therefore, that this should only take place when the employer is confident that the apprentice has met all the knowledge, skills and behaviours as set out in the standard. Once the employer is satisfied the apprentice has demonstrated full competence and that all criteria of the standard have been met, the apprentice can progress to the End-Point assessment via the apprenticeship gateway, which is a decision point.

Before an apprentice can pass through the gateway (decision point) for End-Point Assessment, they must, in addition to being competent across the knowledge, skills and behaviours required by the Broadcast and Media Systems Technical Operator Standard, have achieved Level 2 in English and Mathematics. For those with an education, health and care plan or a legacy statement the apprenticeship's English and Maths minimum requirement is Entry Level 3, and British Sign Language qualifications are an alternative to English qualifications for those whom this is their primary language.

An apprentice should not be recommended for End-Point assessment until they are ready and remediation support should be in place for those who find it difficult to meet the minimum requirements. The Broadcast and Media Systems Technical Operator apprenticeship standard reflects the needs of employers. Successful completion of the apprenticeship will indicate recognition of competence in the role and may enable progression to higher levels of development and professional recognition.

## 5. End-Point Assessment

This will be delivered by an ESFA approved End-Point Assessment Organisation (EPAO), who will provide the Independent Assessor to conduct the two End-Point Assessment components. Employers of apprentices will select an organisation from the ESFA Register of EPAOs, to conduct independent End-Point Assessment of their apprentices.

### Assessment Methods for End-Point Assessment

Method	Coverage	Assessed	Grading	Grade Weighting
Observation	Knowledge, Skills and Behaviours/ Synoptic see Appendix 1	RoEPAO approved body	Fail/Pass/ Distinction	50%
Professional Discussion	Knowledge, Skills and Behaviours/ Synoptic see Appendix 1	RoEPAO approved body	Fail/Pass/Distinction	50%

## 6. End-Point Assessment Components

The End-Point Assessment will typically be undertaken over a three month period post gateway and will comprise of two components: an Observation and a Professional Discussion. The End-Point Assessment Organisation will provide guidance materials for the each of the Assessment Methods.

### 6a Assessment method 1 – Observation – 50%

The observation gives the apprentice the opportunity to demonstrate their knowledge skills and behaviours in a real-life context, allowing the assessor to accurately assess their performance against the standard. The Assessor will carry out the observation in the apprentice's workplace on a one-to-one ratio.

The observation will last for 3 hours (+10% at the assessor's discretion). The observation will be followed by questions from the Independent Assessor to gain greater clarity on:

- rationale for choices of action,
- alternative outcomes
- and/or any questions related to the KSB's that were not demonstrated during the observation, because the opportunity did not arise.

The time for questions will be 30 minutes (+10% at the assessor's discretion). The answers to these questions will be recorded on a standard template in-line with assessment organisation requirements.

The apprentice will be advised of the date in advance of the Independent Assessor's visit.

Apprentices will be expected to demonstrate the Knowledge, Skills and Behaviours they have learnt through completion of the apprenticeship as detailed in Appendix 1 (see those KSBs assigned to the observation).

The apprentice will be able to undertake the following task:

- Demonstrate that they can set up and monitor a broadcast communication system and/or network in line with service level agreements. Dependent on the context of the apprentice's role, activities that may arise during the observation could include problem solving or maintenance or service delivery. This will test the apprentice in responding to instructions in relation to operating broadcast and media systems and responding to live service or system issues in a real-life work environment. If all the KSBs are not able to be observed through the naturally occurring activities, then the IA will use supplementary scenario based questioning to address these.

Apprentices must be provided with both written and verbal instructions from the EPAO on the tasks they must complete, including timescales. The Apprentice will have 5 minutes at the start of the Practical Assessment to read the written instructions and hear the verbal instructions prior to starting.

**Skills, Knowledge and Behaviours from the Standard to be tested by the observation are:**

**Knowledge criteria in the following areas:**

- Broadcast Communication Systems and Networks
- Service Delivery

**Skills criteria in the following areas:**

- Broadcast Communication Systems and Networks
- Service Delivery
- Health and Safety
- 

**Behaviours**

- Treating others with respect, showing sensitivity to others and demonstrating an openness to others' ideas and input to develop effective working relationships with colleagues and customers

- Thinking creatively and using a systematic approach to resolve technical issues relating to broadcast and media systems operations

The apprentice will be required to provide a signed statement to confirm the task is the apprentice's own work. EPAO'S will provide a standard template upon which to record the assessment outcome.

The observation will be managed and marked by the Independent Assessor appointed by the EPAO.

Criteria for marking and grading the practical assessment are shown in Table 1.

## **6b Assessment method 2 - Professional Discussion – 50%**

The Professional Discussion will question the apprentice about how their knowledge, skills and behaviours match those outlined below and in Appendix 1 (see those KSBs assigned to the professional discussion). It will be conducted in the apprentice's usual workplace by an Independent Assessor. Undertaking the discussion on-line e.g. skype etc is acceptable if circumstances dictate this. If this method is used, the online platform must include a video link so that apprentice can see the assessor and assessor can see the apprentice. The identity of the apprentice must be checked and confirmed by the EPAO prior to commencement. The location or the platform must be sourced by the EPAO.

The portfolio of evidence will be used during the professional discussion to support the discussion. The portfolio should typically contain 8 pieces of evidence. This evidence will demonstrate how the apprentice meets the knowledge, skills and behaviours identified in Appendix 1.

Typically, these will cover, peer reviews, witness testimonies, work products, and blogs. The written accounts should be supported, where appropriate, by relevant photographic/video evidence, in-house training certificates, examples of work produced in relation to the themes and mapping in Appendix 1, which may include witness testimonies, meeting notes to give context to evidence included in the portfolio, work-based communications e.g. emails, relevant social media and a log containing notes and dates of key achievements throughout the apprenticeship. To support the synoptic assessment, evidence can be referenced against more than one knowledge, skill or behavioural requirement.

The Portfolio will primarily be in an online format to allow ease of submission, but guidance for the format and contents of the portfolio will be available as part of the Assessment Tools provided by the End-Point Assessment Organisations.

The portfolio will be used as a vehicle for the apprentice to bring to life their knowledge, skills and behaviour as required during questioning by the Independent Assessor.

### **Practical Requirements for the Professional Discussion**

- The apprentice should have appropriate notice of their professional discussion time and have at least seven days' notice;
- The portfolio should be submitted by the apprentice at the gateway and supplied to the assessor a minimum of 2 weeks prior to assessment taking place;
- The discussion will be undertaken under controlled conditions and last for 45 minutes (+10% at the assessor's discretion).
- The discussion will consist of 3 competency questions, one for each of the themes identified below.



- Each question discussion will last for a maximum of 15 minutes and this time will include any follow-up questions that may be required.

Topic themes for the questions are:

- How they have used industry specific software tools and broadcast equipment;
- How they dealt with fault finding and problem solving;
- Monitoring and maintaining consistent transmission/broadcast in line with Service Level Agreements or organisational targets.

**Skills, Knowledge and Behaviours from the Standard to be tested by the discussion are:**

**Knowledge criteria in the following areas:**

- Broadcast Communication Systems and Networks
- Service Delivery
- Health and Safety

**Skills criteria in the following areas:**

- Service Delivery
- Health and Safety

**Behaviours**

- A strong work ethic, taking personal responsibility for own work, meeting deadlines, setting the right example for others and displaying honesty and integrity
- Treating others with respect, showing sensitivity to others and demonstrating an openness to others' ideas and input to develop effective working relationships with colleagues and customers
- A positive attitude, adaptability and responsiveness to change
- Developing and maintaining own professional competence in broadcast and media systems operations; a willingness to learn new skills

The Independent Assessor will use standardised questions from an agreed set of questions developed by the EPAO. Actual questions used will be provided by the EPAO on a randomised basis. The EPAOs must develop 'question banks' of sufficient size to prevent predictability and review them to ensure the questions they contain, are fit for purpose. Questions will be reviewed on an annual basis and moderated by each EPAO. The EPAO will also provide a template to record apprentice responses and may record the discussion for moderation purposes.

The Independent Assessor will confirm the grade to the EPAO on documentation provided.

## 7. Re-takes and/or re-sits

- Re-sits/re-takes must not be offered to apprentices wishing to move from pass to distinction. A re-sit does not require further learning, whereas a re-take does.
- The apprentice's employer will need to agree that a re-sit/re-take is an appropriate course of action. Apprentices should have a supportive action plan to prepare for the re-sit/re-take.
- An individual EPA method re-sit/re-take must be taken during the typical 3 month EPA period, 3 months within the original EPA fail notification, otherwise the entire EPA must be retaken.
- The maximum grade awarded to a re-sit/re-take will be pass, unless the EPAO identifies exceptional circumstances beyond the apprentice's control accounting for the original fail.

## 8. Assessment Weighting and Grading

This apprenticeship includes fail, pass and distinction grades. To achieve a pass grade apprentices will competently perform their role demonstrating application of the knowledge, skills and behaviours against the whole standard i.e. achieve a pass grade in both assessment methods. The apprentice has to achieve all pass criteria as detailed in table 1 below. To achieve a distinction grade, all pass criteria need to be achieved, prior to achieving all the distinction criteria in table 1 below. A distinction grade needs to be achieved in both assessment methods to achieve an overall distinction grade. A final grade will be awarded in-line with the criteria below:

**Table 1 - Grading Table**

Method	Observation	Professional Discussion
<b>Grading - Fail</b>	Apprentice does not meet the pass criteria	Apprentice does not meet the pass criteria
<b>Grading - Pass</b>	<p>A Pass candidate will undertake their observed task correctly and answer supplementary questioning.</p> <p><b>Broadcast Communications Systems and Networks</b>            Correctly follows processes to ensure that the integrity and security of file-based media content is maintained e.g to avoid hacking or theft of assets;            Prepare and assemble the agreed technical set up for live or pre-recorded content including video and sound equipment, broadcast systems and networks;            Use industry specific software and hardware and follow industry specified processes relating to sound and visual workflows transmission;            Use the appropriate systems to assess suitability of media for broadcast such as subtitles or audio description;            Accurately monitor audio and video signals.</p> <p><b>Service Delivery</b>            Monitor channel outputs for quality and continuity of service ensuring adherence to OFCOM specifications and guidelines</p>	<p>A Pass candidate will respond to questions in a clear and well-defined manner providing examples of alternative methods of achieving the task linking answers to their own knowledge, skills and behaviours. They are able to reflect on their own learning and make suggestions for future goals and objectives. They are able to expand on information and scenarios provided, stating implications, and the importance of methodologies and requirements.</p> <p><b>Broadcast Communications Systems and Networks</b>            Explain how networks can be used to deliver cost effective, efficient and quality content for broadcast/playout/online services such as live broadcasts;            Correctly describe the end-to-end broadcast workflow from production (studio) to distribution (home) and their role within this;            Explain how to collect, filter and analyse data regarding service operations to aid problem/incident management;            Describe how to recognise faults, and who and when to escalate these to, in line with organisational procedures;</p>

<p>Describe the resources required to deliver the broadcast service including people, equipment and systems;  Implement agreed processes and log work carried out to services in line with service agreements;  Communicate clearly and concisely using discretion when required;  Work accurately with a high degree of attention to detail; Implement agreed processes and log work carried out to services in line with service agreements;  Explain the causes and consequences of service failure, and how to respond appropriately;  Correctly identifies service problems and establish workarounds.</p> <p><b>Health &amp; Safety</b>  Maintain a secure working environment, in line with organisational policies, in order to protect individuals, information and organisational assets.</p> <p><b>Behaviours</b>  Demonstrate creative thinking and uses a systematic approach to resolve technical issues relating to broadcast and media systems operations.</p>	<p>Describe the industry standards, such as, delivery protocols and recommendations relevant to own role.  Provide an example of recognising faults, and solves these independently in line with own level of responsibility and organisational procedures</p> <p><b>Service Delivery</b>  Explain the level of service agreed for delivery and own responsibility for this;  Describe the regulatory environment of own organisation, and how the broadcast media operates;  Explain the agreed quality standards for service delivery and how to maintain these;  Provide examples of how fault conditions have been communicated in a timely and coherent manner to colleagues, customers and suppliers, escalating to managers as required;  Demonstrate how they apply incident control procedures and complete incident control reports in line with organisational procedures;  Provide an example of working with broadcast technicians and engineers to re-establish and maintain service when it is interrupted;  Provide evidence of building and sustaining a wide range of positive working relationships;  Describe own organisation's business continuity procedures;  Describe their own role, demonstrate how they work effectively, both individually and collaboratively as part of a team;  Provide examples of how they have built and maintained professional relationships with colleagues, customers and suppliers.</p> <p><b>Health &amp; Safety</b>  Explain how to safely use all tools and equipment required for the role;</p>
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		<p>Describe how to assess new and existing event spaces (venues) for safety, operational and creative suitability;</p> <p>Describe the risks and hazards that apply to the role and how and when to report Health and Safety issues to the appropriate personnel;</p> <p>Provide examples of ensuring health and safety guidelines and policies, including electrical safety procedures, are followed at all times, reporting any health and incidents or hazards to the appropriate personnel.</p> <p><b>Behaviours</b></p> <p>Demonstrate a strong work ethic, taking personal responsibility for own work, meeting deadlines, setting the right example for others and displaying honesty and integrity;</p> <p>Demonstrate treating others with respect, showing sensitivity to others, and an openness to others’ ideas and input to develop effective working relationships with colleagues and customers;</p> <p>Demonstrate a positive attitude, adaptability and responsiveness to change;</p> <p>Describe how to develop and maintain own professional competence in broadcast and media systems operations; show a willingness to learn new skills.</p>
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**DISTINCTION CRITERIA**

<b>Assessment method</b>	<b>Observation</b>	<b>Professional Discussion</b>
<b>Grading Distinction</b>	<p>In addition to the Pass criteria, a Distinction candidate will be able to:</p> <p><b>Broadcast Communications Systems and Networks</b></p> <p>Demonstrate the ability to plan and setup a range of systems and equipment such as new service provisions or a studio facility;</p> <p><b>Service Delivery</b></p>	<p>In addition to the Pass criteria, a Distinction candidate will be able to:</p> <p><b>Broadcast Communications Systems and Networks</b></p> <p>Describe the broadcast media and communications sector and its role within the creative media industries;</p>

	<p>Adapt their communication style to suit different audiences, while maintaining clarity;</p> <p>Make improvements to provide a better customer service, e.g. improves efficiency, improves effectiveness or improves quality of outcomes.</p>	<p>Provide examples of new broadcast and media systems technologies and how these could impact on their role and employer organisation;</p> <p>Describe how they have accurately and appropriately applied the correct tools such as digital service management tools and methods to resolve faults in different situations;</p> <p>Make connections between different technical aspects of the role and uses new ideas and approaches as conditions or circumstances change.</p> <p><b>Service Delivery</b></p> <p>Outline and evaluate actions they have been involved with which show how they improve the work of their team.</p> <p><b>Health and Safety</b></p> <p>Provide examples of completing reports, logs, including Health &amp; Safety incident reporting and leading on risk assessments.</p>
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## **9. Implementation of the Apprenticeship**

### **9A. Affordability**

This assessment approach has been balanced between costs and the need to fully test the skills, knowledge and behaviours gained during the apprenticeship. The combination of a workplace observation and professional discussion provides a rounded approach and allows for apprentices to demonstrate how they have met the standard. There will be 15-30 apprentices per year, and there will need to be sufficient assessors to carry out the End-Point Assessment.

The practicalities and accessibility of the End-Point Assessment has been considered during the development of this assessment plan to ensure that the assessments are equally accessible to large and small employers across a range of sectors and to all apprentices. Assessment organisations must ensure there are no unnecessary barriers or hindrance, cognitive or physical, to an apprentice completing assessments. Assessments and assessment environments must be designed to be accessible to all apprentices and be in line with the EPAO's Reasonable Adjustments Policy.

Assessment Organisations must work with employers to manage End-Point assessments in a way that minimises the impact on the employer's business activity.

The End-Point Assessment is typically completed within a three-month period and therefore must be offered by the Assessment Organisation at least four times a year (on a quarterly basis).

This will give employers and apprentices access to End-Point assessments on a regular basis and allow adequate time for preparation. This will also give Assessment Organisations adequate time to plan assessments to ensure they are manageable, feasible and cost efficient.

### **9B. Internal Quality Assurance and Quality Control**

The End-Point Assessment Organisation (EPAO) will be required to demonstrate appropriate quality assurance and verification processes to ensure that the quality, consistency and validity of assessments are maintained. The EPAO will be on the ESFA Register of Apprentice Assessment Organisations. Independent assessors working for the EPAO will need to have substantial and relevant industry experience, and have the technical skills to assess that the apprentice can accurately and correctly:

- Use industry specific software tools and broadcast equipment;
- Manage media and file assets, ensuring the integrity and security of file-based content from cyber attacks; ensuring all assets are safe and secure.
- Prepare the technical assembly and set up for broadcast and communications systems or networks;
- Fault find and problem solve;
- Monitor and maintain consistent transmission/broadcast in line with Service Level Agreements or organisational targets

They will also need to have worked either in the broadcast and media systems or in training broadcast and media systems teams within the last 3 years, to ensure current and relevant sector knowledge and skills.

If they do not have previous experience of assessment or verification, they will be expected to undergo training in methods of assessment for work-based learning including observation, questioning and verification procedures which will be provided by the EPAO. The EPAO will make the assessment guidance and grading criteria available to independent assessors, providers, employers and Apprentices.

Assessors and verifiers/moderators will undertake validation meetings, moderation and standardisation meetings at least twice a year to ensure consistency of marking and grading. The Professional Discussion EPA may be recorded for moderation purposes, and to aid the verification/quality assurance of the assessment process.

### **9C. External Quality Assurance**

External quality assurance (EQA) for this apprenticeship standard will be employer led.



## APPENDIX 1

## Assessment Method by Element of the Standard – Broadcast and Media Systems Technical Operator

Key	Assessment Method	
OB	Observation	
PD	Professional Discussion	
<b>Core Knowledge</b>		EPA
<b>Broadcast Communication Systems and Networks:</b>		
How Networks can be used to deliver cost effective, efficient and quality content for broadcast/playout/online services such as live broadcasts		PD
The end-to-end broadcast workflow from production (studio) to distribution (home) and their role within this		PD
How to prepare the agreed technical set up for broadcast systems and networks		OB
How to collect, filter and analyse data regarding service operations to aid problem/incident management		PD
How to recognise faults, and who and when to escalate these to, in line with organisational procedures		PD
The industry standards, such as, delivery protocols and recommendations relevant to own role		PD
<b>Service Delivery:</b>		
The level of service agreed for delivery		PD
The regulatory environment of own organisation, and how the wider broadcast media operates		PD
The agreed quality standards for service delivery and how to maintain these		PD
The resources required to deliver the broadcast service including people, equipment and systems		OB
The causes and consequences of service failure, and how to respond appropriately		OB
How to identify service problems and establish workarounds		OB
Business continuity procedures		PD
<b>Health and Safety:</b>		
How to safely use all tools and equipment required for the role		PD
How to assess new and existing event spaces (venues) for safety, operational and creative suitability		PD
The risks and hazards that apply to the role and how and when to report Health and Safety issues to the appropriate personnel		PD

Core Skills	
EPA	
<b>Broadcast Communication Systems and Networks:</b>	
Follow processes to ensure that the integrity and security of file based media content is maintained e.g to avoid hacking or theft of assets	OB
Prepare and assemble the agreed technical set up for live or pre-recorded content including video and sound equipment, broadcast systems and networks	OB
Use industry specific software and hardware and follow industry specified processes relating to sound and visual workflows transmission	OB
Use the appropriate systems to assess suitability of media for broadcast such as subtitles or audio description	OB
Accurately monitor audio and video signals	OB
<b>Service Delivery:</b>	
Monitor channel outputs for quality and continuity of service ensuring adherence to OFCOM specifications and guidelines	OB
Communicate fault conditions in a timely and coherent manner to colleagues, customers and suppliers, escalating to managers as required	PD
Apply incident control procedures and complete incident control reports in line with organisational procedures	PD
Work with broadcast technicians and engineers to re-establish and maintain service when it is interrupted	PD
Implement agreed processes and log work carried out to services in line with service agreements	OB
Communicate clearly and concisely using discretion when required	OB
Work effectively, both individually and collaboratively as part of a team	PD
Build and maintain professional relationships with colleagues, customers and suppliers	PD
Work accurately with a high degree of attention to detail	OB
<b>Health and Safety:</b>	
Ensure health and safety guidelines and policies, including electrical safety procedures, are followed at all times, reporting any health and incidents or hazards to the appropriate personnel	PD
Maintain a secure working environment, in line with organisational policies, in order to protect individuals, information and organisational assets	OB
<b>Core Behaviours</b>	
A strong work ethic, taking personal responsibility for own work, meeting deadlines, setting the right example for others and displaying honesty and integrity	PD
Treating others with respect, showing sensitivity to others and demonstrating an openness to others' ideas and input to develop effective working relationships with colleagues and customers	PD
A positive attitude, adaptability and responsiveness to change	PD

Thinking creatively and using a systematic approach to resolve technical issues relating to broadcast and media systems operations	OB
Developing and maintaining own professional competence in broadcast and media systems operations; a willingness to learn new skills	PD