

End-point assessment plan for the Florist apprenticeship standard

Apprenticeship standard reference number	Apprenticeship standard level	Integrated end-point assessment
ST0538	2	No

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Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the Florist apprenticeship standard. It is for end-point assessment organisations (EPAOs) who need to know how the EPA for this apprenticeship must operate. It will also be of interest to Florist apprentices, their employers and training providers.

Full-time apprentices will typically spend 24 months on-programme (before the Gateway) working towards the occupational standard, with a minimum of 20% off-the-job training. All apprentices must spend a minimum of 12 months on-programme.

The EPA period should only start and the EPA be arranged, once the employer is satisfied that the apprentice is deemed to be consistently working at or above the level set out in the occupational standard, all of the pre-requisite Gateway requirements for the EPA have been met and can be evidenced to an EPAO.

For level 2 apprenticeships, apprentices without English and mathematics at level 2 must achieve level 1 English and mathematics and take the tests for level 2 prior to taking their EPA.

The EPA must be completed within an EPA period lasting typically 3 months, after the EPA Gateway.

The EPA must be conducted by an organisation approved to offer services against this apprenticeship standard, as selected by the employer, from the Education & Skills Funding Agency's Register of End-point Assessment Organisations (RoEPAO).

The EPA consists of 3 discrete assessment methods.

The individual assessment methods will have the following grades:

Assessment method 1: Multiple Choice Test

- Fail
- Pass
- Distinction

Assessment method 2: Practical Assessment with Questioning

- Fail
- Pass
- Distinction

Assessment method 3: Professional Discussion

- Fail
- Pass
- Distinction

Performance in the EPA will determine the overall apprenticeship standard grade of:

- Fail
- Pass
- Distinction

EPA summary table

On-programme (typically 24 months)	<p>Training to develop the occupational standard's knowledge, skills and behaviours (KSBs).</p> <p>Compilation of the portfolio and design theory booklet.</p>
End-point assessment Gateway	<p>To be eligible for Gateway:</p> <ul style="list-style-type: none"> • The employer must be satisfied the apprentice is consistently working at, or above, the level of the occupational standard. • Level 1 English and maths achieved and the test for Level 2 attempted. <p>Apprentices must complete:</p> <ul style="list-style-type: none"> • A paper-based or digital copy of the Portfolio and Design Theory Booklet which will be submitted to the EPAO at Gateway to underpin the Professional Discussion and Practical Assessment respectively.
End-point assessment (which will typically take 3 months)	<p>Assessment method 1: Multiple Choice Test</p> <p>With the following grades:</p> <ul style="list-style-type: none"> · Fail · Pass · Distinction <p>Assessment method 2: Practical Assessment with Questioning</p> <p>With the following grades:</p> <ul style="list-style-type: none"> · Fail · Pass · Distinction <p>Assessment method 3: Professional Discussion</p> <p>With the following grades:</p> <ul style="list-style-type: none"> · Fail · Pass · Distinction
Professional recognition	<p>Aligns with recognition by:</p> <ul style="list-style-type: none"> • Institute of Professional Florists

Length of end-point assessment period

Typically, the EPA will be completed within 3 months after the Gateway.

Any supporting material which underpins an EPA assessment method should be submitted at the Gateway.

Order of assessment methods

The assessment methods can be delivered in any order.

Gateway

The EPA period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

Apprentices without Level 1 English and maths will need to achieve this level and take Level 2 tests prior to the end-point assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship English and maths minimum requirement is Entry Level 3. British Sign Language qualification is an alternative to English qualifications for those whom this is their primary language.

To progress successfully through the Gateway, the following are required:

- A paper or digital copy of the Design Theory Booklet.
 - This will underpin the Practical Assessment with Questioning assessment method
 - The content must be sufficient to evidence the apprentice can apply the knowledge and skills identified in K27, K28, S22 and S23.
 - There must be at least one piece of evidence relating to each knowledge and skill identified in K27, K28, S22 and S23. One piece of evidence can be referenced against more than one knowledge or skill requirement.
 - The Design Theory Booklet should contain evidence that can be referenced against the knowledge and skills. Evidence should include a written explanation along with supporting photographs and/or sketches for each of the knowledge and skills identified.
 - The employer will validate the Design Theory Booklet and confirm to the EPAO that this is the apprentice's own work when submitted.

- A paper or digital copy of the Portfolio.
 - This will underpin the Professional Discussion assessment method.
 - The content must be sufficient to evidence that the apprentice can apply the knowledge, skills and behaviours required as mapped to the Professional Discussion assessment method.
 - There must be at least one piece of evidence relating to each knowledge, skill and behaviour mapped to the Professional Discussion assessment method. One piece of evidence can be referenced against more than one knowledge, skill or behavioural requirement.
 - The Portfolio should contain evidence that can be referenced against the knowledge, skills and behaviours. Evidence could include photographs and work products, such as work instructions, safety documentation, company policies and procedures as appropriate to the activities. Progress review documentation, witness testimonies and feedback from colleagues and/or clients should also be included. The apprentice's

Manager/Mentor will typically support the development of the portfolio in accordance with company policy and procedures, although the EPAO will provide further guidance on the content.

- The employer will validate the portfolio and confirm to the EPAO that this is the apprentice's own work when submitted.
- Reflective accounts and self-evaluation should not be included.

The Design Theory Booklet and Portfolio are not directly assessed. They underpin the Practical Assessment and the Professional Discussion assessment methods respectively, and therefore should not be marked by the EPAO. EPAOs should review the Design Theory Booklet and the Portfolio but are not required to provide feedback.

Assessment methods

Assessment method 1: Multiple Choice Test

(This assessment method has 1 component.)

Overview

The rationale for this assessment method is:

To assess the knowledge of floristry and an understanding of the underlying theory and key terminology as set down in the occupational standard.

Test Format

The test can be:

- Computer based
- Paper based.

It will consist of 50 questions. Each question will have four options. The apprentice will select one option. These questions will consist of:

- Closed response questions (i.e. multiple-choice questions).

Test administration

Apprentices must have 90 minutes to complete the test. The test is closed book which means that the apprentice cannot refer to reference books or materials. The following equipment is permitted during the test: pen, blank paper, calculator. Apprentices must take the test in a suitably controlled environment that is a quiet space, free of distractions and influence, in the presence of an invigilator. The invigilator may be the independent assessor or another external person employed by the EPAO. The EPAO is required to have an invigilation policy that will set out how the test is to be carried out. This will include specifying the most appropriate ratio of apprentices to invigilators to best take into account the setting and security required in administering the test.

The EPAO is responsible for ensuring the security of the testing they administer, to ensure the test remains valid and reliable (this includes any arrangements made using online tools). The EPAO is responsible for verifying the identity of the person taking the test.

The EPAO must verify the suitability of the venue for taking the test.

Marking

Tests must be marked by independent assessors or markers employed by the EPAO following a marking guide produced by the EPAO. Alternatively, marking by computer is permissible where question types allow this, to improve marking reliability.

Any incorrect or missing answers must be assigned 0 marks.

Each correct answer must be assigned 1 mark.

Question and resources development

Questions must be written by EPAOs and must be relevant to the occupation and employer settings. EPAOs must develop question banks of sufficient size to prevent predictability and review them regularly (at least once a year) to ensure they, and the questions they contain, are fit for purpose. Predictability of questions may also be reduced by the EPAO rotating the bank of questions on a regular basis so as to reduce the predictability of the test.

Supporting material

As a minimum, EPAOs will produce the following material to support this method:

- A test specification
- Sample test and mark scheme
- Live test and mark scheme
- Analysis reports which show areas of weakness for completed tests and an invigilation policy
- Question banks.

Assessment method 2: Practical Assessment with Questioning

(This assessment method has 1 component.)

Overview

Apprentices must be observed by an independent assessor completing 4 practical tasks in which they will demonstrate the KSBs assigned to this assessment method. The Practical Assessment will be supported by the completion of a workbook, where apprentices will clearly document each practical brief, along with supporting tasks relating to each practical brief, including costings, sketches and identifying techniques and design theory used. Apprentices will also be expected to wrap and prepare a design ready for transportation.

The EPAO will arrange for the practical assessment to take place in consultation with the employer. Practical tasks must be carried out over an assessment time of 5 hours. The tasks may be split into discrete sections held on the same working day or carried out over 2 days where appropriate. The length of a working day is typically considered to be 7.5 hours. The independent assessor has the discretion to increase the time of the practical assessment by up to 10% to allow the apprentice to complete the assessment. It is the responsibility of the apprentice to manage their time to ensure all tasks are completed within the 5 hours allowed. The apprentice may use their time as they deem to be most appropriate, working around the fixed break which will be specified by the independent assessor. This is a reflection of the real working environment.

The independent assessor may observe up to a maximum of 2 apprentices at any one time, to allow for cost effective use of resources while maintaining quality and rigour. This is common practice. Independent assessors will need to ensure that questioning is carried out in a professional and confidential manner if more than one candidate is present.

The rationale for this assessment method is:

Professional floristry involves practical activity best assessed through observation. This is a practical occupation that requires knowledge, skills and behaviours to be consistent at the required level and this therefore reflects the real world environment.

Delivery

Apprentices will be provided with both written and verbal instructions on the tasks they must complete at the start of the assessment, including the timescales they need to adhere to.

EPAOs must develop detailed specifications incorporating the minimum requirements shown below. The specifications must ensure all KSBs mapped to this method are able to be assessed. The following activities **MUST** be observed as a minimum during the practical assessment:

- Practical 1 - Create a Tied Design
- Practical 2 - Create a Design in a medium
- Practical 3 - Create a Wired Design
- Practical 4 - Create a Glued Design
- Completion of Workbook.

The Practical Assessment must require the apprentice to select and use a range of equipment and/or tools. It is expected that each apprentice will bring their own tools as this is common practice in the sector. All toolboxes will be checked against the official toolbox list as provided by the EPAO. This list will be the accepted list as advised by the professional body and is freely available in advance.

The Practical Assessment specifications must be of equal complexity, so as to require a competent person 5 hours to complete.

Throughout the assessment the independent assessor will ask a minimum of 10 questions, these should be a combination of a minimum of 5 questions from the EPAO question bank and a minimum of 5 questions to be created by the independent assessor based on their observations of the practical tasks. KSBs observed and answers to questions, must be documented by the independent assessor. Any KSBs that the apprentice did not have the opportunity to demonstrate during the Practical Assessment can instead be covered by questioning, although these should be kept to a minimum.

The evidence observed and responses to questions will be assessed holistically.

The Design Theory Booklet is submitted at Gateway and is used to underpin the Practical Assessment. The independent assessor will review the content of the Design Theory Booklet prior to the Practical Assessment and bring it to the venue on the day of the assessment. The independent assessor will not directly assess the Design Theory Booklet, but they will use the content to formulate questions to ask the apprentice.

Following the Practical Assessment, additional questions will be asked in regard to the Design Theory Booklet. This questioning session will last for 30 minutes. The independent assessor has the discretion to increase the time of the questioning session by up to 10% to allow the apprentice to complete their last answer. A minimum of 5 questions will be asked by the independent assessor, these questions will be formed around areas considered to be lacking/missing from the Practical Assessment and will be devised by the independent assessor. These questions along with the Practical Assessment will ensure a minimum of 20 items listed in S22, S23, K27 and K28 have been covered.

Independent assessors will make all grading decisions.

EPAOs must ensure that apprentices have a different task specification and set of questions in the case of re-sits/re-takes. There may be breaks during the Practical Assessment to allow the apprentice to move from one location to another and for meal breaks.

Questions and resources development

EPAOs will produce specifications to outline in detail how the practical assessment will operate, what the activities will cover and what should be assessed. It is recommended that this be done in consultation with employers to ensure they are current and relevant. EPAOs should put measures and procedures in place to maintain the security and confidentiality of their specifications if employers are consulted. Specifications must be standardised by the EPAO.

EPAOs must develop practical specifications and question banks of sufficient size to prevent predictability and review them regularly (at least once a year) to ensure they and the specifications they contain, are fit for purpose. The specifications, including questions relating to underpinning KSBs, must be varied, yet allow assessment of the relevant KSBs.

Venue

Practical Assessments must be conducted in a suitable venue selected by the EPAO (e.g. a training provider's premises or an employer's premises).

The venue must have:

- A workbench which is at least 90cm high (or which meets the specific requirements of the candidate for health and safety purposes)
- Easily accessible water facilities
- A safe working environment (including welfare facilities)
- Suitable working temperatures
- Suitable industrial flooring
- Adequate lighting
- Quiet distraction free environment.

Support material

EPAOs will produce the following material to support this assessment method:

- Outline of the assessment method's requirements
- Marking materials
- Sample workbook
- Live workbook
- Official toolbox list
- List of PPE equipment required
- Practical specifications
- EPAO question bank.

Assessment method 3: Professional Discussion

(This assessment method has 1 component.)

Overview

This assessment will take the form of a Professional Discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence, covering the KSBs assigned to this assessment method. A Professional Discussion is a two-way discussion which involves both the independent assessor and the apprentice actively listening and participating in a formal conversation. It gives the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the KSBs mapped to this method.

The rationale for this assessment method is:

It allows the apprentice to be assessed against KSBs that may not naturally occur during other assessment methods. It enables the apprentice to demonstrate the application of skills and behaviours as well as knowledge. It allows scope for the apprentice to demonstrate the depth and breadth of the KSBs, allowing for a distinction grade.

Delivery

The independent assessor will conduct and assess the Professional Discussion.

The Portfolio is submitted at Gateway and is used to underpin the Professional Discussion assessment method. The independent assessor will review the content of the Portfolio prior to the Professional Discussion and bring it to the venue on the day of the assessment. The independent assessor will not directly assess the Portfolio, but they will use the content to formulate questions to ask the apprentice.

The Professional Discussion will last for 60 minutes. The independent assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete their last answer.

During the Professional Discussion the independent assessor must combine questions from the EPAO's question bank and those generated by themselves. The minimum number of questions to be asked is 10. The candidate can reference their Portfolio during the Professional Discussion and the independent assessor will have reviewed the evidence of the Portfolio to help structure the Professional Discussion even though it is not formally assessed.

The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the Professional Discussion. Independent assessors are responsible for generating suitable questions in line with the EPAO's training and standardisation process.

The independent assessor will make all grading decisions.

Venue

The Professional Discussion must take place in a quiet room, free from distractions and influence.

The Professional Discussion must be conducted in a suitable venue selected by the EPAO (e.g. a training provider's premises or an employer's premises).

Support material

EPAOs will produce the following material to support this assessment method:

- Outline of the assessment method's requirements
- Marking materials
- EPAO question bank
- Sample questions
- Independent assessor training materials.

Other relevant information

EPAOs must ensure that apprentices have a different set of questions/practical tasks in the case of re-sits/re-takes.

Independent assessors must be developed and trained by the EPAO in the conduct of practical assessments, questioning and professional discussion and reaching consistent judgement.

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments to the assessment method for the EPA for this apprenticeship standard. This should include how an apprentice qualifies for reasonable adjustment and what reasonable adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this end-point assessment plan.

Weighting of assessment methods

All assessment methods are weighted equally in their contribution to the overall EPA grade.

Grading

Assessment method 1: Multiple Choice Test

KSBs	Fail	Pass	Distinction
K1 K4 K5 K6 K7 K12 K17 K18 K20 K26 K29	0-33 marks	34 - 43 marks	44-50 marks

Assessment method 2: Practical Assessment with Questioning

For the purpose of this assessment method, the following are defined as:

Good commercial standard – An understanding of fundamental handling of materials, techniques and design skills and an ability to produce quality designs to specification using professional processes. Designs are functional and suitable for purpose.

High commercial standard – Meets the requirements for a good commercial standard and demonstrates advanced techniques, producing designs that show originality and resourcefulness.

Basic techniques – Construction techniques that are fundamental procedures in any design, together with the appropriate mechanics, they provide stability and are the cornerstones of all successful compositions.

Advanced techniques – Can be functional and/or decorative and can add interest to a composition. These techniques should be selected thoughtfully and applied appropriately to enhance a composition. The design aesthetics will determine the validity of the techniques used.

KSBs	Fail	Pass All must be achieved for pass	Distinction All pass plus all distinction must be achieved for distinction
K21 K22 K23 K24 K25 K27 K28 S10 S11 S12 S15 S18 S22 S23 S24	Does not meet the pass criteria	Plans and organises work to meet the specifications. (K21) Produces a design to specification and deadline including when modifications are required and knows how to evaluate and interpret customer request. (K23, S10, S11, S18)	Evaluates the design against specification and enables modifications to produce designs to a higher commercial standard. (K23) Evaluates how sources of inspiration have been used to influence designs. (K28, S23)

B8 B9		<p>Takes into account the customer's requirements and demonstrates the completion of designs to the agreed specifications. (S12)</p> <p>Demonstrates an understanding of inspirations and design schema. Creates designs using different techniques including wiring, attaching, manipulation and water retaining methods. (K27, S23)</p> <p>Maintains a clean and safe working environment. (S24)</p> <p>Constructs designs to a good commercial standard, which demonstrates the successful application of elements and principles of design, basic techniques and design schema. (K22, K25, K27, K28, S22)</p> <p>Demonstrates the respect required when dealing with botanical materials, by handling them with care to minimise damage. (B9)</p> <p>Wrap and protect designs for transportation and presentation. (K24)</p> <p>Demonstrates literacy and numeracy by correctly reading and costing the customer specification. (S15)</p> <p>Demonstrates communication skills, whilst adhering to company dress code and wearing PPE. (B8)</p>	<p>Creates designs to a high commercial standard, using advanced techniques and an enhanced application of the principles and elements of design and design schema. (K27, S23)</p> <p>Evaluates decisions by correctly identifying design theory which has been applied to the practical tasks. (K22)</p>
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Assessment method 3: Professional Discussion

KSBs	Fail	Pass All must be achieved for pass	Distinction All pass plus 4 distinction must be achieved for distinction
K2 K3 K8 K9 K10 K11 K13 K14 K15 K16 K19 S1 S2 S3 S4 S5 S6 S7 S8 S9 S13 S14 S16 S17 S19 S20 S21 S25 B1 B2 B3 B4 B5 B6 B7 B10 B11	Does not meet the pass criteria	<p>Outline the company procedures to be followed when unpacking conditioning and storing botanical materials to include poisonous/irritant materials with reference to containers, hygiene procedures, tools and PPE. (K2, S1, S2, S3)</p> <p>Explain how to condition fresh plant materials in order of their botanical requirements. Understand the difference between the terms; genus, species, variety and cultivar. (S4)</p> <p>Explain how to maintain botanical materials using an understanding of stock rotation to ensure that the product is sold/used in best condition. (K3, S5)</p> <p>Describe the care and maintenance of plants, with respect to the environmental conditions affecting them. (S6)</p> <p>Describe how to create an effective display and the maintenance required. (S20)</p> <p>Identify pests and diseases and the action required if they are discovered. Ensure waste is disposed of correctly and handle and transport plants and</p>	<p>Evaluate the impact of care and conditioning of botanical materials on profitability. (K2, K3, S5)</p> <p>Evaluate how to increase sales through display and maintenance of goods. (S20)</p> <p>Critically evaluate company pricing structure. (K14)</p> <p>Evaluate methods to manage workload and meet deadlines to minimise wastage and costs. (K9)</p> <p>Review company policy to minimise waste and propose valid changes. (S13)</p> <p>Evaluate how the use of systems, equipment and technology can improve the customer experience. Reflect on how social media has changed the promotion and marketing of the floristry business. (K19, S17)</p> <p>Review the achievement of personal targets and goals. (S19)</p>

		<p>resources according to organisational and health and safety policies and procedures. (S7)</p> <p>Describe and explain price structures. (K14)</p> <p>State the compliance required with legal and company policies and procedures relating to health & safety, COSHH, risk assessments, manual handling, accident book, RIDDOR. (S25)</p> <p>Describe and explain methods of safe transportation for floristry products. (K8, S8)</p> <p>Identify and describe methods to manage workload and meet deadlines whilst minimising wastage and costs. (K9, S9, B3, B4)</p> <p>Describe and explain how customer requirements are identified and recorded. (K11, S14)</p> <p>Explain customer needs. outline how to follow a verbal, written or pictorial order and how to manage customer expectations. (K15, K16)</p> <p>Outline company practice for costing designs and minimising waste. (S13)</p> <p>Identify and describe cultural differences and how they affect floristry. (K13)</p>	
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		<p>Describe the use of technology in floristry, how to use it responsibly and how it can be used effectively within the business and to meet the needs of the customer. (K19, S21, B6)</p> <p>Identify the position of the business within the wider industry and how promotion and marketing can be used to enhance the business. (S17, B5)</p> <p>Explain how communication skills establish relationships with co-workers, team members and customers. (S16, B1)</p> <p>Describe how to work to targets and how to adhere to the work ethics set out in organisational policies and procedures. (S19, B2)</p> <p>Describe how CPD has been developed independently. (B7)</p> <p>Describe and explain the work ethic needed to meet the requirements of the organisation and reflect on safe working practices. (B10)</p> <p>Identify how they have displayed professional conduct and followed company's policies and procedures. (K10, B11)</p>	
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Overall EPA grading

All EPA methods must be passed for the EPA to be passed overall.

To achieve a pass overall, the apprentice must achieve all the pass criteria in all assessment methods.

To achieve a distinction overall, the apprentice must achieve a distinction in at least two assessment methods and a pass in the remaining assessment method.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Multiple Choice Test	Practical Assessment with Questioning	Professional Discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Any grade	Fail	Fail
Any grade	Fail	Any grade	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Pass	Pass
Distinction	Distinction	Pass	Distinction
Distinction	Pass	Distinction	Distinction
Pass	Distinction	Distinction	Distinction
Distinction	Distinction	Distinction	Distinction

Re-sits and re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment methods only.

The timescales for a re-sit/re-take is agreed between the employer and EPAO. A re-sit/re-take is typically taken within 3 months of the EPA outcome notification. Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Roles and responsibilities

Role	Responsibility
Apprentice	<p>As a minimum, the apprentice needs to:</p> <ul style="list-style-type: none"> • Participate in development opportunities to improve their knowledge, skills and behaviours as outlined in the occupational standard. • Meet all Gateway requirements when advised by the employer. • Understand the purpose and importance of EPA and undertake EPA.
Employer	<p>As a minimum, the employer needs to:</p> <ul style="list-style-type: none"> • Support the apprentice to achieve the KSBs outlined in the occupational standard to their best ability. • Determine when the apprentice is working at or above the level outlined in the occupational standard and is ready for EPA. • Select the EPAO. • Confirm all EPA Gateway requirements have been met. • Confirm arrangements with EPAO for the EPA (who, when, where) in a timely manner. • Ensure apprentice is well prepared for the EPA. • Ensure no involvement in the delivery of the EPA.
EPAO	<p>As a minimum, EPAOs needs to:</p> <ul style="list-style-type: none"> • Understand the occupational role. • Appoint administrators/invigilators and markers to administer/invigilate and mark the EPA. • Provide training and CPD to the independent assessors they employ to undertake the EPA. • Provide adequate information, advice and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA. • Deliver the EPA outlined in this EPA plan in a timely manner.

	<ul style="list-style-type: none"> • Prepare and provide all materials and resources required for delivery of the EPA in-line with best practice. • Use appropriate assessment recording documentation to ensure a clear and auditable mechanism for providing assessment decision feedback to the apprentice. • Have no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest. • Maintain robust internal quality assurance (IQA) procedures and processes and conduct these on a regular basis. • Conform to the requirements of the nominated external quality assurance body. • Organise standardisation events and activities in accordance with this plan's IQA section. • Organise and conduct moderation of independent assessors' marking in accordance with this EPA plan. • Have and operate an appeals process. • Arrange for certification with the relevant training provider.
Independent assessor	<p>As a minimum, an independent assessor needs to:</p> <ul style="list-style-type: none"> • Understand the occupational standard and EPA plan. • Deliver the EPA in-line with the EPA plan. • Comply to the IQA requirements of the EPAO. • Be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest. • Satisfy the criteria outlined in this EPA plan. • Hold an independent assessor qualification i.e TAQA. • Have the capability to assess the apprentice at level 2 and hold a minimum Level 4 Higher Diploma in Professional Floristry qualification. • Attend the required number of EPAOs standardisation and training events per year (as defined in the IQA section).
Training provider	<p>As a minimum the training provider needs to:</p> <ul style="list-style-type: none"> • Be on the ESFA Register of Apprenticeship Training Providers (RoATP). • Understand the occupational standard and EPA plan. • Work with the employer to ensure that the apprentice is given the opportunities to develop the KSBs

	<p>outlined in the occupational standard and work towards Gateway while monitoring their progress during the on-programme period.</p> <ul style="list-style-type: none"> • Advise the employer, upon request, on the apprentice's readiness for EPA prior to the Gateway. • Play no part in the EPA itself.
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Internal Quality Assurance (IQA)

Internal quality assurance refers to the requirements that EPA organisations must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPAOs for this EPA must appoint independent assessors who have knowledge and experience of the competencies and work activities included within the Florist apprenticeship standard.

EPAOs must:

- Appoint independent assessors who are competent to deliver the EPA and who meet the following minimum requirements:
 - Assessors qualification TAQA or equivalent
 - Level 4 Higher Diploma in Professional Floristry
 - Licentiate of the Institute of Professional Florists
 - Minimum Level 2 in maths and English.
- Provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading.
- Have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time.
- Operate induction training and standardisation events for independent assessors when they begin working for the EPAO on this standard and before they deliver an updated assessment method for the first time.
- Ensure independent assessors attend standardisation events on this standard on a minimum of an annual basis.

Affordability

Affordability of the EPA will be aided by using at least some of the following practices:

- Online assessment.
- Assessing multiple apprentices simultaneously.

Professional body recognition

Completion of this apprenticeship will lead to eligibility to join the Institute of Professional Florists as an individual member.

Mapping of knowledge, skills and behaviours (KSBs)

Assessment method 1: Multiple Choice Test

Knowledge
K1 Correct botanical names of fresh plant materials and understand how they are grown and cut by length and weight.
K4 The seasons for plants and botanical materials and recognise plants using common names and botanical classification (nomenclature) and plant processes including, photosynthesis, transpiration, respiration, evaporation, osmosis, diffusion, etiolation and tropisms.
K5 How to maintain the condition of plants and planted designs to optimise their saleability.
K6 How to identify and report pests and diseases to the appropriate person.
K7 Understand the legislative requirements relating to the impact on the floral industry, code of practice and industry guidance, in particular The Consumer Rights Act 2015, health and safety and use of personal protection equipment and safe working practices within the florist premises when handling/discovering invasive plants, pests and diseases.
K12 The importance of establishing and maintaining customer confidence and the ability to show empathy where necessary.
K17 Understand the sales opportunities that exist across the year e.g. Christmas, Valentine's Day within the business and industry and the need to know stock requirements at different times of the year.
K18 The importance of merchandising and displaying goods to their best advantage.
K20 Understanding the company's policies and procedures including any complaints processes relevant to you and your organisation in line with The Consumer Rights Act 2015.
K26 How to develop and understand colour harmonies and relate to designs.
<p>K29 Legal and organisational requirements, use of tools, equipment, material and products. Adherence to workplace cleaning, sterilisation, waste disposal and methods to promote environmental and sustainable working practices reducing risk to self and others.</p> <p>All relevant current legislation:</p> <ul style="list-style-type: none"> • Health and Safety at Work Act 1974 (HASAWA) • Provision and Use of Work Equipment Regulations 1998 (PUWER) • Management of Health and Safety at Work Regulations 1999 • Manual Handling Operations Regulations 1992 (MHOR) • Control of Substances Hazardous to Health 2002 (COSHH) • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) • Personal Protective Equipment Regulations 1992 (PPE) • Health & Safety (First Aid) Regulations 1981 • General Data Protection Regulation (GDPR).

Assessment method 2: Practical Assessment with Questioning

Knowledge
K21 How to plan and organise work effectively to make best use of available resources.
K22 How to design and construct a range of products applying principles and elements of design, techniques, the design schema and sources of inspiration.
K23 How to evaluate the design against the specification required and make modifications if necessary.
K24 How to wrap and protect different designs for transportation and presentation.
K25 The application of the principles and elements of floral design: <ul style="list-style-type: none"> • Principles of design - Balance (visual and actual), Contrast, Dominance, Harmony, Proportion, Rhythm, Scale. • Elements of design - Colour, Form, Line, Space, Texture. • Prepare designs for sale and secure transportation.
K27 The application of a variety of techniques which may include but are not limited to: <ul style="list-style-type: none"> • Attaching techniques – Binding, tying and knotting, gluing, pinning, stapling. • Wiring techniques – Support wiring, external wiring, semi-internal wiring, internal wiring, stitching, single leg mount, double leg mount, hook wiring, units, feathering, pipping, sepal pinning. • Manipulation techniques – Basing, backing, bow making, grouping, caging, edging, layering, plaiting, pleating/folding, rolling/cupping, spiralling, taping, threading, veiling, weaving, wrapping. • Water retaining techniques – Floating, floral foam, moss, tape, tubes/phials, wax and water gels/pearls.
K28 Current trends and sources of inspiration which may include but are not limited to: <ul style="list-style-type: none"> • Culture, Botany, Emotion, Technique/Method, Economy. • The application of the Design Schema which may include but are not limited to: <ul style="list-style-type: none"> • Order category: Symmetry / Asymmetry. • Design classification: Decorative / Form linear / Vegetative. • Line direction: Radial / Parallel / Free arrangement of lines.

Skills
S10 Estimate the amount of time it will take to complete a floral or planted design within commercial timescales and in a way that minimises waste.
S11 Work under time pressures.
S12 Interpret a customer's requirements and manage customer's expectations positively within the specification (budget, content, occasion, design style, clients requirements).
S15 Demonstrate a good standard of literacy and numeracy.

<p>S18 Adhere to deadlines when necessary.</p>
<p>S22 Demonstrate the following using the Principles & Elements of design:</p> <ul style="list-style-type: none"> • Tied designs • Wired designs • Glued designs • Designs in a medium. <p>Prepare designs for sale and secure transportation.</p>
<p>S23 Demonstrate the following techniques:</p> <ul style="list-style-type: none"> • Attaching techniques – Binding, tying and knotting, gluing, pinning, stapling. • Wiring techniques – Support wiring, external wiring, semi-internal wiring, internal wiring, stitching, single leg mount, double leg mount, hook wiring, units, feathering, pipping, sepal pinning. • Manipulation techniques – Basing, backing, bow making, grouping, caging, edging, layering, plaiting, pleating/folding, rolling/cupping, spiralling, taping, threading, veiling, weaving, wrapping. • Water retaining techniques – Floating, floral foam, moss, tape, tubes/phials, wax and water gels/pearls. <p>Sources of inspiration: Culture, Botany, Emotion, Technique/Method, Economy.</p> <p>Design Schema:</p> <ul style="list-style-type: none"> • Order category: Symmetry / Asymmetry • Design classification: Decorative / Form linear / Vegetative • Line direction: Radial / Parallel / Free arrangement of lines
<p>S24 Maintain an effective, safe and clean working environment with particular regard to the public and colleagues.</p>

Behaviours

B8 Demonstrate personal pride in the job through appropriate dress and positive and confident language.

B9 Demonstrate the respect required when dealing with botanical materials.

Assessment method 3: Professional Discussion

Knowledge
K2 The sources of supply for fresh plant material and how to store, care and condition this material.
K3 How flowers mature once cut – stock rotation.
K8 The principles of safe and effective transportation.
K9 The importance of work organisation and prioritisation i.e. time management. The ways in which working practices can minimise wastage and costs.
K10 Understand the company's policies and procedures.
K11 How to identify and record the customer's exact requirements through order taking.
K13 Cultural differences as they affect floristry, for example weddings and events.
K14 The price structure of flowers, plants and sundries that is used in their business to enable them to advise the customer.
K15 How to follow both verbal and written/pictorial instructions e.g. a flower order supported by a photograph.
K16 Understand the different needs and priorities of customers and the best way to manage their expectations.
K19 How to use systems, equipment and technology to meet the needs of the customer.

Skills
S1 Demonstrate the different unpacking techniques for boxed, bunched and poisonous/irritant plant or flower material.
S2 Select and prepare appropriate containers for materials being conditioned to ensure correct hygiene procedures are followed.
S3 Select tools, protective clothing and equipment appropriate to the fresh materials that are being conditioned.
S4 Condition fresh plant materials in order of their botanical requirements. Understand the difference between the terms genus, species, variety and cultivar.
S5 Maintain botanical materials using accurate stock rotation to ensure that the product is sold/used in best condition.
S6 Demonstrate the care and maintenance of the different plant groups covering foliage, flowering, berried, succulents, cacti, bulbs/corms, orchids and planted designs and how environmental conditions including temperature, humidity, light, water and nutrients affect them.
S7 Describe the common indicators of pests and disease and the action that should be taken if they are discovered. Ensure that waste is disposed of sustainably and work safely. Handle and transport plants and resources safely and efficiently covering: <ul style="list-style-type: none"> • growing medium • containers

<ul style="list-style-type: none"> • tools and equipment • supports • watering devices • chemicals • delicate and robust plants • plants which can be safely lifted by one person or need more than one person.
S8 Understand the principles of safe lifting and handling in regard to plant transportation.
S9 Be able to organise yourself, prioritise your own workload/activity and work to meet deadlines.
S13 Follow company practice for costing designs and understand the need to minimise waste.
S14 Record and store a customer's information in a safe location in accordance with organisational and legislative requirements.
S16 Demonstrate good communication skills and body language.
S17 Demonstrate basic promotional and marketing skills and awareness of social media protocol relating to the business.
S19 Demonstrate an awareness of targets and goals which you may be needed to deliver against.
S20 Display and maintain goods to their best advantage so that they remain attractive, appealing and safe to customers.
S21 Demonstrate good IT skills – be able to take orders off the website and/or use the computer for order processing.
<p>S25</p> <p>Maintain and handle tools, products and materials safely and in a manner than minimises waste, damage and contamination.</p> <p>Dispose of hazardous and non-hazardous materials.</p> <p>Identify health and safety risks for yourself, the public or colleagues.</p> <p>Undertake regular checks and maintenance of equipment which must be carried out according to manufacturer's recommendations, safe use of machinery and equipment</p> <p>Demonstrate:</p> <ul style="list-style-type: none"> • The awareness of risk assessments and understand their importance. • Safe methods for moving and lifting items. • How to find COSHH information. • Why and when protective clothing and equipment should be used. • The need for an accident book and know where it is kept and how it should be completed. • How to report RIDDOR.

Behaviours

B1 Communicate effectively with supervisor, colleagues and customers and work effectively within a team.

B2 Demonstrate a good work ethic, including reliability, punctuality, pride in work and attention to detail, stamina and the ability to work under pressure at peak periods.
B3 Be able to plan and organise daily workload effectively.
B4 Be responsive and flexible to changing circumstances.
B5 Take an interest in the position of the business within the wider industry.
B6 Embrace the use of technology, use it responsibly and take an interest in developments that could support the business.
B7 Be willing to learn and contribute to own continuing professional development including taking part in competitions, attending demonstrations and reading professional magazines to keep abreast of trends.
B10 Work with integrity in an honest and trustworthy manner, putting personal safety and that of others first.
B11 Display professional conduct and follow company procedures at all times.