

End-point assessment plan for **Community Health and Wellbeing worker** apprenticeship standard

Apprenticeship standard number	Apprenticeship standard level	Integrated end-point assessment
ST0958	3	N/A

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Introduction and overview

This document sets out the requirements for the end-point assessment (EPA) for the **Community Health and Wellbeing Worker** apprenticeship standard. It explains how the EPA for this apprenticeship must operate.

This document provides the EPA design requirements for end-point assessment organisations (EPAOs) for this apprenticeship standard. It will also be useful for apprentices undertaking this apprenticeship, their employers and training providers.

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

Before starting the EPA, an apprentice must meet the gateway requirements. For this apprenticeship these are:

- the employer must be content that the apprentice is working at or above the occupational standard
- apprentices must have achieved English and mathematics at Level 2. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is Entry Level 3. British Sign Language qualifications are an alternative to English qualifications for those for whom this is their primary language.
- apprentices must have compiled and submitted a portfolio of evidence to underpin the professional discussion

The EPAO must confirm that all required gateway evidence has been provided and accepted as meeting the gateway requirements. The EPAO is responsible for confirming gateway eligibility. Once this has been confirmed, the EPA period starts.

The EPA should then be completed within an EPA period lasting typically for **3 months**.

The EPA consists of **2** discrete assessment methods.

It will be possible to achieve the following grades in each end-point assessment method:

Assessment method 1: Demonstration of Practice

- Fail
- Pass
- Distinction

Assessment method 2: Professional Discussion

- Fail
- Pass
- Distinction

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

- Fail
- Pass
- Distinction

EPA summary table

On-programme (typically 12 months)	<p>Training to develop the occupation standard's knowledge, skills and behaviours (KSBs).</p> <p>Training towards English and mathematics level 2, if required.</p> <p>Compile a portfolio of evidence.</p>
End-point assessment gateway	<p>Employer is satisfied the apprentice is consistently working at, or above, the level of the occupational standard.</p> <p>Apprentices must achieve the following:</p> <ul style="list-style-type: none"> • Level 2 English and mathematics. <p>For the professional discussion apprentices must also prepare and submit a:</p> <ul style="list-style-type: none"> • portfolio of evidence
End-point assessment (which will typically take 3 months)	<p>Assessment method 1: Demonstration of Practice</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment method 2: Professional discussed underpinned by a portfolio:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Overall EPA methods will determine the EPA/overall apprenticeship standard grade of:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction
Professional Recognition	N/A

Length of end-point assessment period

The EPA will be completed within an EPA period lasting **typically 3 months** starting when the EPAO has confirmed that all gateway requirements have been met.

EPA Gateway

The apprentice should only enter the gateway once the employer is content that the apprentice is working at or above the level of the occupational standard. 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.

The EPAO determines when all other gateway requirements have been met, and the EPA period will only start once the EPAO has confirmed this.

In addition to the employer's confirmation that the apprentice is working at or above the level of the occupational standard, the apprentice must have completed the following gateway requirements prior to starting the EPA:

- achieved English and mathematics at level 2. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is Entry Level 3. British Sign Language qualifications are an alternative to English qualifications for those for whom this is their primary language.
- for professional discussion, compiled and submitted a portfolio of evidence – see below.
- For the demonstration of practice, there are no specific requirements to submit supporting materials.

The portfolio of evidence requirements are as follows:

- apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship
- it must contain evidence related to the KSBs that will be assessed by the professional discussion
- the portfolio of evidence will typically contain a minimum of 3 case studies undertaken though the course of the apprenticeship, including a record of where these have been observed in practice. These case studies should include examples of how the apprentice has supported individuals, and how they have worked with and for a local community. The case studies should:
 - Be a maximum of 1000 words each
 - Be structured as background, issues, actions, agreed outcomes; and should not include any personal identifiable information
- evidence sources may include:
 1. Witness testimonials
 2. Written notes of case-based discussions reflecting the KSBs assigned to this method
 3. Written summary to show how an intervention was supported

4. Evidence of ongoing professional development

This is not a definitive list; other evidence sources are possible. Given the breadth of context and roles in which this occupation works, the apprentice will select the most appropriate evidence based on the context of their practice against the KSBs mapped to this assessment method.

- evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested
- it should not include any methods of reflection or self-assessment
- any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions
- the evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this
- the portfolio of evidence must be submitted to the EPAO at the gateway

The portfolio is not directly assessed. It underpins the professional discussion and therefore should not be marked by the EPAO. EPAOs should review the portfolio of evidence in preparation for the professional discussion but are not required to provide feedback after this review of the portfolio.

End-point assessment methods

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

The apprentice will be assessed against the KSBs assigned to the assessment methods outlined below, as shown in the mapping section of this EPA plan.

End-point assessment method 1: Demonstration of Practice

Overview

This assessment method has 1 component.

Apprentices must be observed by the station independent assessor and overseen by the senior independent assessor completing three demonstration of practice stations in which they will demonstrate the knowledge, skills and behaviours assigned to this assessment method. The end-point assessment organisation will arrange when the demonstration of practice will take place. The demonstration of practice stations must be carried out over a maximum total assessment time of 100 minutes (+10% at the senior independent assessor's discretion). Further time may be granted for apprentices with appropriate needs, in-line with the EPAOs Reasonable Adjustments Policy. The demonstrations may not be split, other than to allow comfort breaks or a refresh of the stations as necessary. The stations can be assessed in any order.

The rationale for this assessment method:

An observation of practice in a live setting was not selected, as this will not cover the breadth and depth of practice required. Instead a demonstration of practice avoids situations where individuals are not available on the day, do not give consent to being observed with the apprentice and other issues around confidentiality. This method will ensure consistency by assessing apprentice's knowledge, skills and behaviours in a range of day to day scenarios the apprentice undertakes. This is a cost-effective way to deliver large number of assessments and is used and recognised in this sector.

Demonstration of Practice

- The senior independent assessor will oversee the three stations and the station independent assessors during this assessment method
- The demonstration of practice is considered a single assessment
- There will be three stations that assess knowledge, skills and behaviours mapped to this method
- Each demonstration station must be passed.
- The station independent assessor will ask between 6 – 10 follow-up questions to gain assurance around the underpinning knowledge being demonstrated over the course of the demonstration of practice.
- The station independent assessors will record the pass/fail for the station they are observing
- The station independent assessors will pass their grade to the senior independent assessor

- The pass/fail grades for the demonstration of practice station will be collated by the senior independent assessor at the end of the demonstration of practice.
- Station 1 will take a total of 30 minutes
 - 5 minutes for reading any scenarios
 - 20 minutes to carry out the activity
 - 5 minutes question and answer session
- Station 2 will take a total of 40 minutes
 - 20 minutes for reading and preparation
 - 15 minutes to present
 - 5 minutes question and answer session
- Station 3 will take a total of 30 minutes
 - 5 minutes for reading any scenarios
 - 20 minutes to carry out the activity
 - 5 minutes question and answer session

The senior independent assessor who will be appointed, trained by the EPAO, will:

- Oversee the three stations, the station independent assessors and the actors acting as service user/colleague involved in the demonstration of practice and will coordinate the assessment
- Select the scenarios for each station as directed by the EPAO
- Determine the final grading decisions
- Check the controlled environment is suitable and has the required equipment for the apprentice to demonstrate the knowledge, skills and behaviours mapped to the demonstration of practice
- Check all the stations are set up properly
- Brief the station independent assessors and actor acting as the service user/colleague prior to the assessment commencing, using the brief provided by the EPAO, checking they have understood the brief provided
- Use the structured template provided by the EPAO to conduct the assessment
- Use the grading matrix provided by the EPAO to collate the grades provided by the station independent assessors
- Grade the apprentice overall for the demonstration of practice

The station independent assessors, who will be appointed, trained by the EPAO, will:

- Adhere to confidentiality about all aspects of the assessment and the brief they have been provided with
- Observe the station assigned to them by the senior independent assessor

- Ensure the apprentice has had the opportunity to demonstrate the knowledge, skills and behaviours
- Observe one apprentice at a time demonstrating the knowledge, skills and behaviours that are mapped to that station
- Grade the apprentice using the grading matrix provided by the EPAO
- Pass the grade recorded to the senior independent assessor
- Keep to time, including breaks and organisation of stations

The 'service user' (actor) will:

- Follow the brief to act as the subject of the test at the stations
- Be a person with whom the apprentice can interact with to demonstrate interventions
- Be sufficiently briefed in advance
- Adhere to confidentiality about all aspects of the assessment and the brief they have been provided with

Delivery

Just before the assessment, apprentices must be provided with both written and verbal instructions on the tasks they must complete, including the timescales they are working to. This time is not included in the assessment time.

The demonstration of practice should be conducted in the following way:

The EPAO will:

- Design three demonstration of practice stations to assess the knowledge, skills and behaviours mapped to this method:
 - **Station 1 –Service User Issue:** The apprentice will work alongside a service user (actor), for whom this is the first meeting, to assess and identify what their issues are, make appropriate notes, and work with the service user to co-produce an action plan to address their priorities.
 - **Station 2 – Community Issue:** Based on a scenario, involving community groups or organisations, the apprentice will present the actions that they would take to deliver on agreed community outcomes and, drawing on their experience in their area of practice, how they would collaborate with a diverse range of stakeholders and partner agencies to the independent assessor explaining the reasons behind their actions.
 - **Station 3 – Service User Issue:** The apprentice will work alongside a service user (actor) who is already someway through their action plan to follow-up on issues and actions taken that have been discussed in an earlier appointment.
- Provide a specification of how the stations should be set up, including the equipment and resources required for each one

- Provide a brief for the senior independent assessor to use with the team of station independent assessors and the actor
- Provide a grading matrix for the station independent assessors to use at each station
- Provide a grading matrix for the senior independent assessor to use to grade the whole demonstration of practice
- Provide scenarios for each station:
 - Station 1 and 3: 300 – 350 words
 - Station 2: 600 – 650 words
- The stations can be completed in any order

The apprentice will:

- complete three stations, demonstrating that they can:
 - discuss an issue with a service user and support a service user (actor) to work through the issue when required, and describe how they would collaborate with community organisations or groups
 - Make evidence-based decisions
 - Use evidence-based tools and techniques
 - Apply their underpinning knowledge to respond to situations as they arise
 - Recognise when and how to refer and escalate
 - Keep records
 - Communicate effectively
 - Adhere to exam conditions during the demonstration of practice

Overview of individual stations

Station 1 – Service user Issue:

- **Outline:** Based on a scenario involving a service user
- **Description:** The apprentice will have a discussion with the service user (actor), for whom this is the first meeting, to co-produce an action plan to address the service user's priorities

At this station the apprentice will:

5 minutes

- Be presented with an unseen case-based scenario
- Read the scenario

20 minutes

- Discuss the issue with the 'actor' (service user)
- Co-produce an action plan to address the service user's priorities. Work safely within their scope of practice

5 minutes

- Participate in a question and answer session with the independent assessor

Scenarios:

The apprentice will be given a scenario with background information on which to base their discussion with the service user (actor).

For this station, the EPAO will:

- Develop a 'bank of scenarios' of individual cases with varying needs (300 – 350 words per scenario)
- Provide a written brief for the actor (500 words)
- Provide a question bank for the station independent assessor
- Ensure the relevant resources are available to meet the presenting scenario

Actor for this station:

- An actor will be provided to support the scenario as the service user

Station 2 – Community Issue:

- **Outline:** Based on a scenario, involving community groups or organisations
- **Description:** the apprentice will present the actions that they would take to deliver on agreed community outcomes and, drawing on their experience in their area of practice, how they would collaborate with a diverse range of stakeholders and partner agencies to the independent assessor explaining the reasons behind the actions they would take.

At this station, the apprentice will:

20 minutes

- Be presented with an un-seen scenario involving a community
- Read the scenario
- Prepare to present to the independent assessor

15 minutes

- The apprentice will present the actions that they would take to deliver the outcomes in collaboration with the community and that they consider to be appropriate to the independent assessor explaining the reasons behind their actions.

5 minutes

- Participate in a question and answer session with the independent assessor

Scenarios:

The apprentice will be given an un-seen scenario relating to a specific community for this station which must focus on community issues relating to health and wellbeing.

For this station, the EPAO will:

- Develop a 'bank' of un-seen scenarios on specific community health and wellbeing issues (600 – 650 words per scenario)
- Ensure the relevant equipment and resources are available

- Provide a question bank for the station independent assessor

Station 3 – Service user Issue:

- **Outline:** Based on a scenario involving a service user, as a follow-up meeting
- **Description:** The apprentice will work alongside a service user (actor) who is already somewhat through their action plan to follow-up on issues and actions taken that have been discussed in an earlier appointment.

At this station the apprentice will:

5 minutes

- Be presented with an unseen case-based scenario of somebody who is already partway through their chosen course of action
- Read the scenario

20 minutes

- Discuss the issue with the 'actor' (service user)
- Discuss progress against their action plan. Work safely within their scope of practice

5 minutes

- Participate in a question and answer session with the independent assessor

Scenarios:

The apprentice will be given a scenario with background information on which to base their discussion with the service user (actor).

For this station, the EPAO will:

- Develop a 'bank of scenarios' of individual cases with varying needs (300 - 350 words per scenario)
- Provide a written brief for the actor (500 words)
- Provide a question bank for the station independent assessor
- Ensure the relevant resources are available to meet the presenting scenario

Actor for this station:

- An actor will be provided to support the scenario as the service user

Grading the stations

Each station will be graded pass/fail by the station independent assessor in order to determine the overall grade for this method, using the grading matrix provided by the EPAO. Each demonstration station must be passed to pass this method. See grading section for the mapped knowledge, skills and behaviours that must be assessed by this method.

In the event of re-sits or re-takes, the apprentice will be presented with a different set of scenarios and they will re-sit or re-take all stations, not just the failed one.

Assessment location

Demonstrations of practice must be conducted in one of the following locations:

- a suitable venue selected by the EPAO (e.g. an independent venue deemed appropriate by the EPAO)

The venue must:

- offer a designated space, or virtual setting (e.g. breakout rooms) appropriate for the EPA
- if the stations are set out in the same room, the venue must allow for the stations to be placed at suitable intervals to minimise the chance of overhearing or seeing what is happening at other stations since more than one apprentice will be in the room at the same time
- apprentices waiting to do assessments will be invigilated according to the EPAO's invigilation policy.

Questions and resources development

EPAOs will produce specifications to outline in detail how the demonstration of practice will operate, what it will cover and what should be looked for. It is recommended that this be done in consultation with representative employers. 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 a 'bank' of scenarios and questions of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose. The specifications and questions must be varied yet allow assessment of all the relevant knowledge, skills and behaviours.

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

- outline of the assessment method's requirements including the requirements of each station, how they should be set up and with what resources
- a brief for the senior independent assessor to use with the station independent assessors and the actor
- a structured template for the senior independent assessor to use for managing the assessment to ensure consistency
- grading matrix for the senior independent assessor to use to ensure consistency and allow for moderation
- grading matrix for the station independent assessors to use to ensure consistency
- marking materials
- appropriate resources

- demonstration of practice specifications and question bank
- independent assessor training materials
- guidance document for independent assessors on how to carry out the assessment
- guidance document for employers and apprentices on the process/timescales for the demonstration of practice as well as a description of the purpose

EPAOs will also

- Ensure an appropriate controlled environment is provided for the assessment.

Other relevant information

Apprentices will enter the assessment stations on a rolling basis, moving from one to the other as directed by the senior independent assessors until they have completed all stations. All stations will be in use simultaneously. Stations will be managed by a station independent assessor who will time and grade the station, using a standardised grading matrix developed by the EPAO. The senior independent assessor will be able to circulate freely. Apprentices will be under exam conditions and be escorted/invigilated as they move from one station to another.

There may be breaks during the assessment to allow the apprentice to move from one location/station to another. EPAOs must manage invigilation of apprentices during breaks to maintain security of the assessment in line with their malpractice policy.

Assessment method 2: Professional Discussion underpinned by a portfolio

Overview

This assessment method has 1 component.

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 and cover the KSBs assigned to this assessment method. A professional discussion is a two-way discussion which involves both the apprentice and an independent assessor 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:

- allows for assessment of KSBs that do not occur on a predictable or regular basis
- it allows for testing of responses where there are a range of potential answers that cannot be tested through the multiple-choice test
- it can be conducted remotely, potentially reducing cost

- a professional discussion is a well-recognised method of checking knowledge, skills and behaviours and is widely used within the health sector
- the purpose of the questioning is to assess the depth of understanding of the knowledge components of the standard.

Delivery

The independent assessor will conduct and assess the professional discussion underpinned by a portfolio of evidence.

The underpinning portfolio will have been submitted in line with EPAO requirements at the gateway and must evidence all of the KSBs mapped to this assessment method. The independent assessor can use the contents of the portfolio to identify discussion topics for the professional discussion. The independent assessor will have **at least 2 weeks** to review the portfolio prior to the assessment taking place.

The professional discussion must last for **80 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. Further time may be granted for apprentices with appropriate needs, in-line with the EPAO's Reasonable Adjustments policy.

The professional discussion will have a minimum of 20 questions. During the professional discussion, the independent assessors must combine questions from the EPAO's question bank and those generated by themselves. The professional discussion will be conducted as follows.

EPAOs must arrange the professional discussion in conjunction with the apprentice's employer.

Apprentices must be given at least two-weeks' notice of the date and time of the professional discussion.

Questions should be open and competence based. Additional follow up questions are allowed, to seek clarification and to make a judgement against the grading descriptors.

Independent assessors must use their EPAO's question bank as a source for questioning and are expected to use their professional judgment to tailor those questions appropriately. Independent assessors are responsible for generating suitable questions in line with the EPAO's training and standardisation process.

Apprentices must have access to their portfolio of evidence during the professional discussion.

Apprentices can refer to and illustrate their answers with evidence from their portfolio of evidence, however the portfolio of evidence is not directly assessed.

Apprentices are expected to understand and use relevant occupational language that would be typical of a competent person in this occupation.

Evidence from the professional discussion must be assessed holistically using the grading descriptors for this assessment method.

KSBs met and answers to questions, must be recorded by the independent assessor.

The independent assessor will make all grading decisions.

The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the professional discussion.

Assessment location

The professional discussion should take place in a quiet room, free from distractions and influence.

The professional discussion can take place in any of the following:

- employers' premises
- a suitable venue selected by the EPAO (for example a training provider's premises)
- video conferencing

Video conferencing can be used to conduct the professional discussion, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided in any way e.g. use of a 360 degree camera to allow the independent assessor to look around the room during the professional discussion.

Question and resource development

A question bank must be developed by EPAOs. The question bank must be of sufficient size to prevent predictability and the EPAO must review it regularly (at least once a year) to ensure that it, and its content, are fit for purpose. The questions relating to the underpinning KSBs, must be varied yet allow assessment of the relevant KSBs.

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

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

- question bank
- structured specification
- marking materials
- grading guidance
- independent assessor training materials
- assessment recording documentation
- guidance document for employers and apprentices on the process / timescales for the professional discussion as well as a description of the purpose of the professional discussion
- guidance document for independent assessors on how to carry out the assessment

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments to the assessment methods 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.

Overall EPA grading

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

Performance in the EPA will determine the apprenticeship grade of fail, pass, or distinction.

Independent assessors must individually grade the demonstration of practice and professional discussion (supported by a portfolio of evidence) assessment methods, according to the requirements set out in this EPA plan.

EPAOs must combine the individual assessment method grades to determine the overall EPA grade.

Apprentices who fail one or more assessment method will be awarded an overall EPA fail.

To gain an overall EPA pass, apprentices must achieve a pass in all the assessment methods.

To achieve an overall EPA distinction, apprentices must achieve a distinction in both the professional discussion underpinned by a portfolio and the demonstration of practice.

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

Demonstration of practice	Professional Discussion	Overall grading
Pass	Fail	Fail
Fail	Pass	Fail
Fail	Distinction	Fail
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

Re-sits and re-takes

Apprentices who fail one or more assessment method(s) will be offered the opportunity to take a re-sit or a re-take at the employer's discretion. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for a re-sit or a re-take.

The timescales for a re-sit/re-take is agreed between the employer and EPAO. A re-sit is typically taken within **1** month of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within **3** months of the EPA outcome notification.

All failed assessment methods must be re-sat/re-taken within a **6-month** period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat/re-taken, unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice or their employer.

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.

Roles and responsibilities

Role	Responsibility
Apprentice	<p>As a minimum, apprentices should:</p> <ul style="list-style-type: none"> • participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months • undertake a minimum of 20% off-the-job training as arranged by the employer and training provider • understand the purpose and importance of EPA • undertake the EPA including meeting all gateway requirements
Employer	<p>As a minimum, employers should:</p> <ul style="list-style-type: none"> • select the EPAO and training provider • work with the training provider (where applicable) to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support a minimum of 20% off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the occupational standard and so is ready for EPA • ensure that all supporting evidence required at the gateway is submitted in accordance with this EPA plan • remain independent from the delivery of the EPA • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer-specific documentation as required, for example company policies)

	<ul style="list-style-type: none"> • ensure that the EPA is scheduled with the EPAO for a date and time which allow appropriate opportunity for the KSBs to be met • ensure the apprentice is well prepared for the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for and complete all post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a daily basis • pass the certificate to the apprentice
EPAO	<p>As a minimum, EPAOs should:</p> <ul style="list-style-type: none"> • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the Register of End-Point Assessment Organisations (RoEPAO) • conform to the requirements of the external quality assurance provider (EQAP) for this apprenticeship standard • understand the occupational standard • make all necessary contractual arrangements, including agreeing the price of the EPA • develop and produce assessment materials including specifications and marking materials (for example mark schemes, practice materials, training material) • appoint suitably qualified and competent independent assessors • appoint administrators (and invigilators where required) to administer the EPA as appropriate • provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading • provide adequate information, advice and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • arrange for the EPA to take place, in consultation with the employer • where the apprentice is not assessed in the workplace, ensure that the apprentice has access to

	<p>the required resources and liaise with the employer to agree this if necessary</p> <ul style="list-style-type: none"> • develop and provide appropriate assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • have no direct connection with the apprentice, their employer or training provider. In all instances, including when the EPAO is the training provider (i.e. HEI), there must be no conflict of interest • have policies and procedures for internal quality assurance (IQA), and maintain records of regular and robust IQA activity and moderation for external quality assurance (EQA) purposes • deliver induction training for independent assessors, and for invigilators and/or markers (where used) • undertake standardisation activity on this apprenticeship standard for all independent assessors before they conduct an EPA for the first time, if the EPA is updated and periodically as appropriate (a minimum of annually) • manage invigilation of apprentices in order to maintain security of the assessment in line with the EPAO's malpractice policy • verify the identity of the apprentice being assessed • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • provide details of the independent assessor's name and contact details to the employer • have and apply appropriately an EPA appeals process • request certification via the Apprenticeship Service upon successful achievement of the EPA
Senior Independent assessor/Independent assessor	<p>As a minimum, senior independent assessors should:</p> <ul style="list-style-type: none"> • have the competence to assess the apprentice at this level and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan

	<ul style="list-style-type: none"> • understand the occupational standard and the requirements of this EPA • have, maintain and be able to evidence up-to-date knowledge and expertise of the subject matter • deliver the end-point assessment in-line with the EPA plan • comply with the IQA requirements of the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI) • attend induction training • attend standardisation events when they begin working for the EPAO, before they conduct an EPA for the first time and a minimum of annually on this apprenticeship standard • assess each assessment method, as determined by the EPA plan, and without extending the EPA unnecessarily • assess against the KSBs assigned to each assessment method, as shown in the mapping of assessment methods and as determined by the EPAO, and without extending the EPA unnecessarily • make all grading decisions • record and report all assessment outcome decisions, for each apprentice, following instructions and using assessment recording documentation provided by the EPAO, in a timely manner • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • mark open (constructed) test answers accurately according to the EPAO's mark scheme and procedures
Station independent assessor	<p>As a minimum, station independent assessors should:</p> <ul style="list-style-type: none"> • have the competence to assess the apprentice at this level and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan

	<ul style="list-style-type: none"> • understand the occupational standard and end-point assessment plan • have, maintain and be able to evidence up-to-date knowledge and expertise of the subject matter • deliver the end-point assessment in-line with the EPA plan • comply to the IQA requirements of the EPAO • manages a demonstration of practice station • grades the demonstration of practice station using the grading matrix developed by the EPAO • passes grades to the senior independent assessor who is responsible for the final grading decisions • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI) • satisfy the criteria outlined in this EPA plan • have training from their EPAO in terms of good assessment practice, operating the assessment tools and grading • attend standardisation events when they begin working for the EPAO, before they conduct an EPA for the first time and a minimum of annually on this apprenticeship standard • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard
Training provider	<p>As a minimum, the training providers should:</p> <ul style="list-style-type: none"> • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the knowledge, skills and behaviours as listed in the occupational standard • conduct training covering any knowledge, skill or behaviour requirement agreed as part of the Commitment Statement (often known as the Individual Learning Plan). • monitor the apprentice's progress during any training provider led on-programme learning • advise the employer, upon request, on the apprentice's readiness for EPA

	<ul style="list-style-type: none"> • remain independent from delivery of the EPA. Where the training provider is the EPAO (i.e. a HEI) there must be procedures in place to mitigate against any conflict of interest
Actor	<p>As a minimum, the actor should</p> <ul style="list-style-type: none"> • participates in the EPA demonstration stations as required • adheres to the brief provided by the EPAO • maintains confidentiality and adheres to exam conditions • be independent of the apprentice, their employer and training provider(s), i.e. there must be no conflict of interest
Invigilator	<p>As a minimum, invigilators should:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI) • invigilate and supervise apprentices during tests and in breaks during assessment methods to prevent malpractice in accordance with the EPAO's invigilation procedures

Internal Quality Assurance (IQA)

Internal quality assurance refers to the strategies, policies and procedures that EPAOs must have in place to ensure valid, consistent and reliable end-point assessment decisions. EPAOs for this EPA must adhere to all requirements within the Roles and Responsibilities section and:

- have effective and rigorous quality assurance systems and procedures that ensure fair, reliable and consistent assessment across employers, places, times and independent assessors
- appoint independent assessors who are competent to deliver the end-point assessment and who:
 - are competent in the occupation they are assessing.
 - have achieved a relevant qualification at a level equivalent to or higher than the apprenticeship standard being assessed
 - have recent relevant experience of the occupation/sector gained in the last two years or significant experience of the occupation and sector

The EPAO must also:

- 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 for independent assessors, markers and invigilators
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- where appropriate:
 - provide ongoing training for markers
 - provide ongoing training for invigilators
- undertake standardisation activity on this apprenticeship standard for all independent assessors:
 - before they conduct an EPA for the first time
 - if the EPA is updated
 - periodically as appropriate (a minimum of annually)
- conduct effective moderation of assessment decisions and grades
- conduct appeals where required, according to the EPAO's appeals procedure, reviewing and making final decisions on assessment decisions and grades

Value for money

Value for money of the EPA will be aided by using at least some of the following practice:

- using an employer's premises
- use of technology – for example video conferencing where applicable
- assessing multiple apprentices consecutively
- making maximum use of each typical 7.5 hour working day, conducting multiple assessment methods in the same day where possible

Professional body recognition

n/a

Mapping of knowledge, skills and behaviours (KSBs)

Assessment method 1: Demonstration of Practice

Knowledge
K3 the negative and positive impact that different agencies can have on improving health and wellbeing
K11 the local and national statutory organisations and agencies that deliver public services (including education, housing, welfare, justice, health and care) and how they are funded
K12 the different local and national voluntary and charity organisations and their role in the provision of services available to the public for different issues, such as managing debt, reporting crime, domestic abuse, accessing government services online, tackling social isolation, promoting good mental health and wellbeing
K13 how to map services and other resources available to a community by taking a strengths or asset-based approach while also recognising gaps in provision
K16 the nature and boundaries of the role when representing the interests of people using the service, and procedures for escalation or seeking advice for those at risk, including safeguarding protocols
K20 behaviour change principles and theories that underpin health improvement activity
K21 evidenced-based behaviour change tools and techniques (e.g. those that include capability, motivation, opportunity, and action planning) that can be applied to behaviour change interventions
K22 the concepts and theories relating to engagement, empowerment, co-design, and person-centred approaches and their importance for all aspects of mental, emotional and physical health and wellbeing
K23 the difference between enabling people to make their own changes and solve their own problems, and encouraging dependency
K25 national and local strategies and policies to improve health outcomes and address health inequalities
K26 the local demand on services based on health needs, and the different public and voluntary sector services available in the community to help to meet those needs
K30 different components of interpersonal communication such as non-verbal, para-verbal, and active listening
K31 barriers to communication that may affect a person's understanding of health messages and strategies for overcoming these (barriers could include sensory disability, neurodiversity, low levels of literacy or health literacy, language, or culture)
K35 the importance of gaining people's consent and recording personal data and information securely in line with service protocols
K38 the importance of managing people's expectations regarding the availability of the service and how it can be accessed

K39 ethical implications and guidance relating to public health practice, such as the impact of public health measures on civil liberties

Skills
S3 help people, groups and communities to identify and address barriers that can be overcome to achieve better health and wellbeing
S4 work with people and communities to identify and access local resources and assets that support their health and wellbeing
S11 research local provision, including online, for a wide range of interventions, projects and services that can support individuals and communities who are seeking to better manage their health and wellbeing
S12 keep information on local and digital provision up to date
S13 identify barriers preventing individuals from accessing local services, including how services are promoted or communicated
S15 manage people's personal data safely and securely when completing and storing records or sharing data
S21 work with individuals and groups who want to make changes to their behaviours and lifestyle choices to improve their health and wellbeing
S22 use behaviour change tools and techniques to develop and agree a plan of action, or set goals with a person to help them to address the issues and priorities they have identified regarding their health and wellbeing
S23 help people to review and access services relevant to them and their needs to optimise access and choice, including services that can address wider issues (such as social, financial or environmental) affecting their health and wellbeing
S24 review progress with an individual and agree an end point or closure regarding their engagement with the service
S26 support local communities through the implementation of strategies and policies that improve health outcomes and address health inequalities
S27 facilitate access to and promote services delivered by a range of public and voluntary sector agencies in the community
S30 communicate with people from a wide range of backgrounds, including professionals from different sectors, and citizens of different cultures
S31 facilitate consistent and helpful communications for people to make local services easier to understand and access
S32 facilitate communication and collaboration between people, communities and service providers where better connections and networks would support easier access and better provision
S36 seek people's consent to record and use their data, explaining to people who use services how their data and information will be used, and how it will be stored safely
S39 recognise when the support needs of people or communities are beyond the scope of the role, and escalate in a timely manner particularly if a person is 'at risk'

S40 represent the interests of people when engaging with service providers, while managing expectations regarding service availability and access

S41 identify and apply ethical frameworks and guidance relevant to practice in public or population health

Behaviours

B2 respectful of others

B4 shows compassion and empathy

Assessment method 2: Professional Discussion underpinned by a portfolio

Knowledge

K1 the wider social determinants of health and their impact on the physical, mental and emotional wellbeing of individuals, families and communities

K2 the causes of mental, emotional, and physical ill-health, long-term conditions, disability and premature death in the local community, their risk factors, and the opportunities for prevention and management

K4 how psychological, behavioural and cultural factors contribute to the physical and mental health of people, and how these can impact on others

K5 health inequalities and how these impact on physical, mental, and emotional health and wellbeing

K6 the most up-to-date evidence base informing the creation of inclusive community development approaches that improve the health and wellbeing of communities

K7 the importance of building partnerships and connections with individuals, groups, and communities

K8 national guidance on the engagement and management of volunteers and how their rights and welfare are protected

K9 how to recognise the suitability of non-statutory community and voluntary groups and services to support people's health and wellbeing needs, and local protocols for service appraisal and risk assessment

K10 the concepts and theories underpinning a strengths or asset-based approach

K14 local criteria for referring people into the service, signposting, and local referral systems and protocols

K15 relevant legislation, local policies and protocols regarding information governance, data security, data sharing and record keeping, to inform practice

K17 how to manage relationships in a referral pathway, the expectations of the referrer, and the person being referred

K18 how to build a rapport with people and groups to elicit information about their health and wellbeing concerns, and to offer further information to them
K19 how to acknowledge and respect an individual's priorities in relation to their health and wellbeing, and understanding their right to refuse advice and information
K24 different types of community and their defining characteristics, including cultural and faith-based factors
K27 the importance of the evidence base in forming strategies, policies and interventions to improve health and wellbeing
K28 how cultural and faith-based differences can impact the implementation of evidence-based interventions
K29 the current health messages aimed at the public and the evidenced-based rationale for those messages
K32 the use of different communication methods in the promotion of health messages to a wide audience, including through social media and other digital technologies
K33 different population level or public health data and information used to identify priorities and measure community health outcomes
K34 the different tools and data used to measure changes in people's health and wellbeing at an individual and community level
K36 the different types of data and information and different types of evaluation used to assess the impact and effectiveness of services and interventions
K37 relevant legislation and how it influences policies and protocols, when promoting or protecting community health such as Health Protection legislation
K40 the importance of keeping up to date with developments in population health and community health and wellbeing (continuing professional development)
K41 the importance of training in policies and protocols that ensure safety of self and service users, when work is often unsupervised or in remote locations
K42 the importance of appraisal, training and ongoing review including ways to give and receive feedback

Skills
S1 recognise, and help others to also recognise, the factors that impact on a person's health and wellbeing that they can or cannot control or influence
S2 assist individuals, groups and communities to recognise their needs, what is important to them, and their strengths in relation to their health and wellbeing
S5 work with people and communities so that they continue to make changes and solve problems on their own
S6 build partnerships and connections with local people, groups and organisations to reach shared solutions to local needs or issues

S7 work with, support or supervise people working as volunteers whilst recognising the boundaries of their roles
S8 recognise whether non-statutory community and voluntary groups and services are safe and sustainable to support people's health and wellbeing needs, and escalate any concerns
S9 identify where different organisations collaborate successfully or interface seamlessly and build on these strengths to extend provision
S10 identify and highlight competition or conflict between services where this does not work in the interests of the local community or works against the best use of local assets
S14 receive and manage referrals recognising appropriate and inappropriate referrals and how and when to escalate or refer on to a more appropriate service
S16 recognise when someone is in distress or crisis and how to ensure that the right support is available for them at the point of need
S17 develop relationships with referrers and referring agencies to ensure appropriate referrals are made and the service offer is understood
S18 manage a caseload and potential waiting lists and be able to prioritise in line with service guidance
S19 help people to identify the key issues impacting on their health and wellbeing, actively listening to a person's story without judgement
S20 work with individuals or groups to navigate health-related and service-related information to make decisions about their health and wellbeing
S25 deliver interventions that meet the needs of local communities including the consideration of cultural and faith-based factors
S28 apply the most recent evidence to improve the effectiveness of strategies, policies and interventions
S29 communicate complex public health messages to people in a way that is relevant and meaningful to them
S33 act in accordance with relevant legislation, local policies and protocols regarding information governance, data security, data sharing and record keeping when handling people's personal data and information
S34 Use different types of data and information to identify priorities and measure health outcomes
S35 use recognised tools and data so that changes to people's health and wellbeing can be measured or monitored at an individual and community level
S37 contribute to service evaluation by using different types of data and information and different types of evaluation
S38 work in partnership with people and groups when implementing policies and protocols in their communities
S42 keep a record of training and development opportunities that have been accessed and how these have informed their practice
S43 maintain high standards of professional and personal conduct, including duty of care for the safety and welfare of self and others

S44 engage with performance appraisal and reflective practice in line with organisational procedures and management processes

Behaviours

B1 acts with honesty and integrity

B3 non-judgemental regarding others circumstances or decisions

B5 takes responsibility for own actions

B6 seeks to collaborate (with individuals, communities and organisations) across sectoral, organisational and cultural boundaries

Grading Descriptors

End-point assessment method 1: **Demonstration of practice**

KSBs	Fail	Pass	Distinction
K3 K11 K12 K13 K16 K20 K21 K22 K23 K25 K26 K30 K31 K35 K38 K39 S3 S4 S11 S12 S13 S15 S21 S22 S23 S24 S26 S27 S30 S31 S32 S36 S39 S40 S41 B2 B4	The apprentice does not meet the pass criteria	To achieve a pass the apprentice will: <ol style="list-style-type: none"> 1. Work with people, groups and communities so that they can overcome barriers using their strengths and local resources to achieve better health and wellbeing (K3, S3, S4) 2. Recognise gaps in services, and identify barriers to access through a strengths or asset-based approach (K13, S13) 3. Use the principles and theories relating to behavioural science and behaviour change tools and techniques to work with people and groups so that they can make decisions, set goals and identify their priorities regarding their health and wellbeing (K20, K21, S21, S22, B2) 4. Describe how interventions are delivered in line with strategies and policies that meet the needs of local communities 	To achieve a distinction the apprentice will meet all of the pass criteria AND be able to: <ol style="list-style-type: none"> 1. Explain their choice of behaviour change tools and techniques when working with individuals who are identifying their priorities, making decisions, and setting goals (K20, K21, S21, S22, B2) 2. Explain how they overcome different barriers to communication to enable them to work collaboratively with people and communities with empathy and compassion (K30, K31, S30, S31, S32, B4)

		<p>and address health inequalities whilst promoting the best use of services to manage demand (K25, K26, S26, S27)</p> <ol style="list-style-type: none"> 5. Use a range of communication skills to ensure that people understand risks to health, the actions they can take, and local service provision that can help them, while identifying and breaking down barriers to communication, which could include sensory disability, neuro-diversity, level of literacy or health literacy, language or cultural (K30, K31, S30, S31, S32, B4) 6. Explain how and why they maintain and keep secure and accurate records and the importance of consent and how it is gained (K35, S15, S36) 7. Work within boundaries of the role when supporting people or communities, manage expectations regarding service availability and access and recognise when to escalate in light of any risks identified in a timely manner (K16, K38, S39, S40) 8. Explain the ethical dilemmas that relate to public health practice and how ethical guidance and frameworks help in decision making (K39, S41) 9. Describe the roles of local and national statutory and voluntary organisations and agencies delivering services in their area of practice that support health and wellbeing and how they keep this 	
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		<p>information up to date (K11, K12, S11, S12)</p> <p>10. Work with people and communities for them to identify their needs and priorities and local provision that will help them to achieve their goals and continue independently without the need for further support (K22, K23, S23, S24)</p>	
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End-point assessment method 2: Professional Discussion Underpinned by portfolio

KSBs	Fail	Pass	Distinction
K1 K2 K4 K5 K6 K7 K8 K9 K10 K14 K15 K17 K18 K19 K24 K27 K28 K29 K32 K33 K34 K36 K37 K40 K41 K42 S1 S2 S5 S6 S7 S8 S9 S10 S14 S16 S17 S18 S19 S20 S25 S28 S29 S33 S34 S35 S37 S38 S42 S43 S44 B1 B3 B5 B6	The apprentice does not meet the pass criteria	<p>To achieve a pass the apprentice will:</p> <ol style="list-style-type: none"> 1. Explain how they have used their knowledge of the wider social determinants of health, their impact on physical, mental and emotional health and wellbeing, and their role in creating inequalities to help individuals and communities (K1, K5, S1) 2. Explain how they have used their understanding of the causes of ill-health and factors that impact on health and wellbeing to help individuals, groups and communities they have come into contact with to recognise what matters to them, their health needs and their strengths (K2, K4, S2) 3. Explain how they have built and maintained partnerships and connections with local people, groups and organisations to reach shared solutions and solve their own problems regarding their health and wellbeing (K7, S5, S6) 4. Explain how they have adhered to national guidance when supporting and supervising volunteers, whilst 	<p>To achieve a distinction the apprentice will meet all of the pass criteria AND distinction criteria listed below:</p> <ol style="list-style-type: none"> 1. Explain how they have contributed to the development of a new resource to fill a gap in provision (K9, K10, S8, S9, S10, B6) 2. Explain what evaluation evidence they have used to demonstrate how they have applied behavioural science to support a positive change in behaviour and improved health outcomes for an individual group or community (K22, K23, S23, S24) 3. Explain how they have built a constructive

		<p>recognising the boundaries of their roles (K8, S7)</p> <ol style="list-style-type: none"> 5. Demonstrate how they have capitalised on local assets to build on existing provision in collaboration with communities, recognising the suitability of different non-statutory community and voluntary groups and services, and how they collaborate to support needs and work in the interests of the community (K9, K10, S8, S9, S10, B6) 6. Explain how they manage a caseload of referrals, including waiting lists and escalation according to risk, within their organisation or service (K14, S14, S16, S18) 7. Demonstrate how they manage relationships and expectations when implementing local referral systems and protocols (K17, S17) 8. Explain how they have developed a constructive relationship with someone, been able to elicit and inform their concerns and priorities in relation to their health and wellbeing, and help them to navigate local provision (K18, K19, S19, S20, B3) 9. Explain how they facilitate access to services for different communities, cultures and faiths (K24, K28, S25) 10. Explain how the evidence base has informed the strategies, policies and interventions that they have applied to improve health and wellbeing outcomes (K6, K27, S28) 11. Discuss how they have used a range of communication methods to communicate evidence-based, complex public health messages in a way that is relevant and meaningful to the audience (K29, K32, S29) 12. Demonstrate how they work within legislation, national and local policies and procedures for data management and safeguarding (K15, S33) 	<p>relationship with a seldom heard or unengaged group or community to identify their health and wellbeing priorities (K7, S5, S6)</p>
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		<p>13. Demonstrate how they have used recognised tools and population level or public health data securely, to support people accessing services, for service monitoring and to measure health outcomes at an individual and community level (K33, K34, S34, S35)</p> <p>14. Explain how they have collated, analysed and presented data to inform others about the impact and effectiveness of the service being provided (K36, S37)</p> <p>15. Demonstrate how they have worked inclusively with people and communities and in compliance with legislation organisational policy and protocol (K37, S38, B1)</p> <p>16. Demonstrate how they have taken part in appraisal, ongoing review, continuing professional development and how they have reflected on and managed giving and receiving feedback that supports their own development (K40, K42, S42, S44)</p> <p>17. Demonstrate how they take responsibility for identifying and mitigating risks to themselves and others in the course of their work (K41, S43, B5)</p>	
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