



As of 1 August 2022, the English and maths requirements for on-programme and new apprentices undertaking level 2 apprenticeships have changed and are detailed as part of the [apprenticeship funding rules](#). These requirements supersede the current wording in this apprenticeship standard and EPA plan.

## **PORT OPERATIVE**

### **Level 2**

## **Apprenticeship End-Point Assessment Plan**

## Contents

1.	Port Operative (Level 2) – End-point Assessment.....	3
2.	Summary of Assessment .....	3
3.	On-programme Assessment .....	4
4.	Assessment Gateway.....	5
	Portfolio of Evidence .....	5
5.	End-point Assessment – Overview .....	7
	Practical Assessment .....	7
	Multiple Choice Test.....	7
	Professional Discussion .....	7
	How and Who .....	7
6.	End-point Assessment – Method and Grading.....	8
7.	End-point Assessment – Practical Assessment .....	9
8.	End-point Assessment – Multiple Choice Exam .....	17
9.	End-point Assessment – Professional Discussion.....	19
10.	End-Point Assessment Organisation (EPAO) .....	24
11.	End-point - Grading .....	25
	Re-sits/Re-takes.....	26
	Independence.....	27
12.	End-point Assessment Summary of roles and responsibilities.....	27
	Apprentices Employer .....	27
	Training Provider .....	27
	Independent Assessors.....	28
13.	End-Point Assessment Organisation (EPAO) .....	28
14.	Quality Assurance – Internal .....	28
15.	Quality Assurance - external.....	29
16.	Implementation.....	29

## Port Operative (Level 2) – End-point Assessment

Port Operatives have key roles in enabling businesses to deliver on time and safely. A Port Operative may be required to work on board any type and size of moored or anchored vessel in a port. Port Operatives typically work in teams under the direction of a supervisor and are an essential part of the core function of a port and maintaining a safe environment. Working hours may include unsocial hours and working outdoors in inclement weather is probable. There may be some on-call requirement and shift and weekend work is likely.

The Port Operative's occupation is most commonly broken down into cargo and passenger roles:

This apprenticeship adopts a **core and options** approach to allow flexibility for employers and enable transferability between roles and employers for apprentices. All apprentices must attain competence in each of the core knowledge, skills and behaviours. In addition, one specialist option (for additional knowledge and skills) must be taken out of either cargo operative or passenger/ferry/cruise operative:

The purpose of this document is to inform those involved in delivery and end-point assessment of the apprenticeship:

- **What** will be assessed
- **How** the apprentice will be assessed
- **Who** will carry out the assessment
- **Quality Assurance** arrangements to ensure that assessment of the Port Operative standard is reliable and consistent across different locations, employers, training and assessment organisations.

## 1. Summary of Assessment

The objective of the Port Operative End-point Assessment is to provide a high quality, cost effective means of measuring the apprentice's competence in the final three months of their apprenticeship.

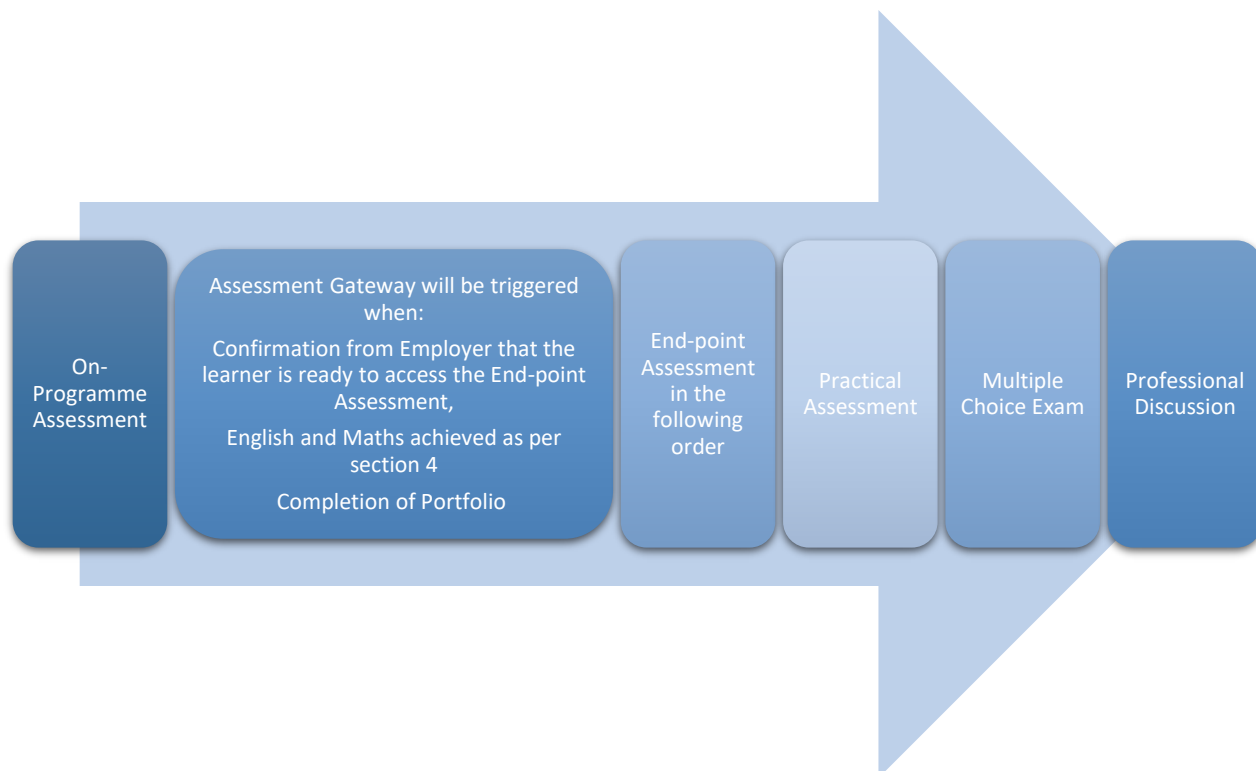
The assessment plan design is driven by the following principles:

- The apprentice demonstrating competence through workplace performance
- The apprentice's ability to meet specified employer standards of performance as per the published Standard
- The apprentice's ability to demonstrate the requisite knowledge skills and behaviours that support workplace performance

The Port Operative End-point Assessment will consist of three parts:

- Practical Assessment
- Multiple Choice Examination
- Professional discussion

The following diagram provides a summary of the assessment process.



## 2. On-programme Assessment

It will be for the employer to decide how to deliver the on-programme training and consolidation needed for each individual apprentice to reach full competence and how to ensure the apprentice stays on track. The employer and training provider will agree their roles in achieving this. However, we recommend (but do not mandate) the following as a form of best practice:

- Line Manager uses a formal Performance Management process and regular 1:1s to discuss progress in the apprenticeship, provide feedback and guide development.

- Training Provider can support this (if required), by ensuring that the requirements of the apprenticeship are reflected in the Performance Management process and filling any gaps through their work with the apprentice.
- Training Provider will support the apprentice on understanding the learning journey, providing advice and guidance on learning strategies, and tools that will support the apprentice's preferred learning style and improve their learning agility.
- Training Provider could assist to support and prepare the apprentices for their end-point assessment.
- Regular checkpoints between the Line Manager and Training Provider (aligned with the Performance Management process) to ensure that the apprentice is on track and agree how any issues will be addressed.

### 3. Assessment Gateway

The assessment gateway allows the apprentice to access the End-point Assessment. The typical apprenticeship duration is 12 to 18 months. All assessment methods must be successfully completed within a total 3 month period, after the EPA gateway.

Gateway requirements:

- Confirmation from Employer that the learner is ready to access the End-point Assessment.
- Apprentices without level 1 English and Maths must achieve this and take the test for level 2 prior to taking their end-point assessment. However, for those with an education, health and care plan or a legacy statement the apprenticeships English and Maths minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.
- Completion of Portfolio

The employer will decide if the learner has demonstrated the necessary knowledge, skills and behaviours during the on-programme learning so that they are ready to access the End-point Assessment.

#### Portfolio of Evidence

This is a gateway requirement and in preparation for the professional discussion the Apprentice will complete a Portfolio of Evidence as one of the gateway triggers to access the assessment process, and this must be submitted to the End-Point Assessment Organisation (EPAO) at least one month before the professional discussion.

The Portfolio of Evidence is mandatory but will not be graded. Instead, it will be the basis of the professional discussion. The Portfolio of Evidence will contain examples of the apprentice's competency across all of skills, knowledge and behaviours required for the professional discussion as set out in Section 9 Page 19 onwards.

The apprentice may use examples from any point across their apprenticeship but the employer must be satisfied by the time of the gateway the apprentice's portfolio meets the minimum requirement – one piece of satisfactory evidence per learning outcome is required as a minimum and two pieces as maximum per learning outcome may be submitted.

The Portfolio contains work-based evidence that has been built up progressively through the apprenticeship and will illustrate the application of the knowledge, skills and behaviours within the Standard synoptically. The requirements of individual portfolios must be tailored to cover the Skills, Knowledge and Behaviours as set out in section 9 End-point Assessment Professional discussion.

The typical elements of the portfolio are:

- Job related certificates
- Observation report undertaken by a third party (e.g. an on-program mentor)
- Completed observational checklist and related action plans
- Witness testimony
- Worksheets ,assignment projects and reports
- Record of any formal discussions (e.g. professional discussion, performance review)
- Record of oral and written questioning
- Apprentice and peer reports

The Portfolio will initially be reviewed at the gateway by the employer. When the employer is satisfied that the apprentice has met or is clearly on track to meet the pass criteria for the Standard, the Portfolio will be sent to the End-Point Assessment Organisation at least one month ahead of the Professional Discussion.

## 4. End-point Assessment – Overview

The apprentice will be assessed on their ability to demonstrate knowledge, Skills and behaviours detailed in the Port Operative Apprenticeship Standard through a three part assessment:

### Practical Assessment

- A practical assessment of knowledge, skills and behaviours that are core to the role
- Administered in a working Port environment and normally the employers premises. The apprentice however should not be distracted by their day-to-day role.
- Designed, maintained and graded by End-Point Assessment Organisation (EPAO)

### Multiple Choice Test

- Knowledge and skills assessment, delivered as an examination
- Administered online or in an examination venue which is recognised by the End-Point Assessment Organisation (EPAO)
- Designed, maintained and marked by End-Point Assessment Organisation (EPAO)

### Professional Discussion

- Oral face-to-face synoptic (behaviours, knowledge and skills) discussion, based on a portfolio of evidence)
- Administered in a suitable venue
- Will be conducted in a “controlled environment” i.e. a quiet room. This could be on the employer’s premises, provided the apprentice is not distracted by their day-to-day role.
- Designed, maintained and marked by End-Point Assessment Organisation (EPAO)

### How and Who

Assessments must be accessed in order given. The apprentice must pass each part before moving onto the next assessment.

- 1) Practical Observation
- 2) Multiple Choice
- 3) Professional discussion

The assessment sequence must be completed within three months, with typically no more than a month between each assessment

The result of each assessment method will be received within three weeks of that assessment method.

The apprentice must achieve a minimum of a pass against all parts of the End-point Assessment to receive an overall pass.

The End-Point Assessment Organisation (EPAO) must be registered on the Register of Apprenticeship Assessment Organisations, managed by the Education and Skills Funding Agency. The EPAO has overall responsibility for coordinating the End-point Assessment, administering the assessment methods, for grading the apprentice (pass/fail/distinction) and for the final sign off and certification of the apprenticeship as having been satisfactorily completed (pass/distinction).

## 5. End-point Assessment – Method and Grading

End-point Assessment			
<b>Assessment</b>	Practical Assessment	Multiple Choice Exam	Professional Discussion
<b>Assessment Method</b>	Observation and oral questioning of real work activity	Multiple Written responses to exam questions choice test	Oral responses to oral questions from an independent assessor
<b>Area assessed</b>	Performance – application of skills, behaviours & knowledge	Underpinning knowledge , applied knowledge and skills	Performance – application of skills, behaviours & knowledge
<b>Assessed by</b>	End-Point Assessment Organisation (EPAO)	End-Point Assessment Organisation (EPAO)	End-Point Assessment Organisation (EPAO)
<b>Grading</b>	Pass / Fail	Pass / Distinction/ Fail	Pass / Distinction/ Fail



## 6. End-point Assessment – Practical Assessment

### End-point Assessment

#### Practical Assessment

**Duration: 3 hours Plus/Minus 10 percentage.**

This assessment will be a practical assessment consisting of observations and oral questions conducted in the working Port environment and normally the employer's premises and used to assess applied knowledge, skills and behaviours with respect to the apprentice's judgement and decision making.

Port Operative apprentices are required to demonstrate the knowledge, skills and behaviour areas identified below. All apprentices must demonstrate the core and one specialist option (either Cargo or Passenger/Ferry/Cruise Operative)

#### **CORE BEHAVIOURS**

**All Port Operatives need to demonstrate the following behaviours:**

1. Act professionally
  - 1.1. demonstrating integrity, credibility, honesty, dependability, determination, adaptability and personal drive
  - 1.2. Be approachable, respect others, act ethically
2. Be risk aware:
  - 2.1. reduce risks by checking information, concentrating on the task
3. Display a self-disciplined, self-motivated, proactive approach to work

#### **CORE KNOWLEDGE**

**All Port Operatives need to understand:**

4. Safe and professional working practices; including:
  - 4.1. industry procedures and safety requirements and instructions
  - 4.2. the health and safety control measures that are in place to manage risks
  - 4.3. Understand industry agreed rules and regulations for safe and efficient port operations
5. Control vehicles movements:
  - 5.1. Understand the methods and principles associated with driving and manoeuvring self-drive vehicles and tractors units within vessels, on and off the vessel, on shore and in open and enclosed storage area safely within the port environment.

## End-point Assessment

### Practical Assessment

**Duration: 3 hours Plus/Minus 10 percentage.**

#### **CORE SKILLS. All Port Operatives need to be able to:**

6. Keep themselves and others safe by adhering to safe working practices:
  - 6.1. Understand and comply with statutory regulations, organisational safety and security requirements, with or without supervision
  - 6.2. Implementing the requirements of the safety management system.
  - 6.3. operating plant and/or equipment
  - 6.4. monitoring the activities and whereabouts of individuals within the vicinity of operations
  - 6.5. Correctly use safety equipment.
7. Prepare for a high standard of work:
  - 7.1. Be mentally and physically prepared for duty and able to interpret information, including information about the state of the port operating environment in support of all other port operating activities.
8. Gather information:
  - 8.1. From plans, schedules, safe systems of work and permits, as appropriate, to support operating activities.
  - 8.2. Apply the procedures and monitor relevant Cargo, passenger and vehicle documentation including checking that documents are complete up to date and valid, identify and address any discrepancies, referring to the appropriate authority where necessary.
9. Deliver a high standard of work:
  - 9.1. Undertake planned, unplanned and emergency operating activities diligently at all times
  - 9.2. Communicate and provide accurate information to stakeholders in line with personal role
  - 9.3. Continually monitor the situation and maintain focus during peak workload times
  - 9.4. Prioritise activities according to the situation and take responsibility for personal actions

**End-point Assessment****Practical Assessment****Duration: 3 hours Plus/Minus 10 percentage.**

9.5. Understand the limits of own authority and responsibility, and the persons to whom to refer in situations where these are exceeded

9.6. Exhibit at all times the expected corporate standards, upholding and maintaining corporate reputation at all times.

**10. Work with others:**

10.1. Work effectively and efficiently, individually and as part of a team, with colleagues, port users, suppliers and the public

10.2. Deliver excellent customer service with the aim of exceeding customer expectations and recognising and managing potential areas of conflict when required.

**11. Communicate effectively:**

11.1. Use all appropriate methods and systems, including ranged communication equipment such as VHF radio, for accurate and effective communication with customers, third parties and colleagues and ask relevant questions to determine needs

11.2. Report and accurately record all required information, using correct terms, standards, templates and protocols.

**12. Control vehicle movements:**

12.1. Driving and manoeuvring self-drive vehicles and tractor units within vessels, on and off vessels, on shore and in open and enclosed storage areas safely within a port environment.

**SPECIALIST OPTION KNOWLEDGE & SKILLS****OPTION - Cargo Operative****Knowledge**

Not assessed by this method

**Skills**

13. Use plant, equipment and attachments, to lift and move loads safely within a port environment

14. Ability to deliver accurately & promptly the principles of safe and efficient cargo and warehouse management.

**End-point Assessment****Practical Assessment****Duration: 3 hours Plus/Minus 10 percentage.**

15. Secure and ensure integrity of cargo at all times, whether to road, rail or vessel
16. Pack, repack or remove cargo from a consignment for example; for inspections, providing a part-load service, handling break-bulk cargo or making up container loads.

**OPTION - Passenger/Ferry/Cruise Operative****Knowledge****Skills**

17. Transfer passengers to/from vessels, ensuring the safe movement of passengers and vehicles on to, or off vessels.
18. Handle baggage using the most suitable method, identifying correct destination and any factors requiring special attention, following correct procedures for damaged, lost, unclaimed, unlabelled, unaccompanied, or suspect baggage promptly.

## End-point Assessment

### Practical Assessment

**Duration: 3 hours Plus/Minus 10 percentage.**

The practical observation tests some of the key functions of the role of Port Operative. To ensure competence it must be of real work activity and will not be simulated. The assessment will be of a practical operation loading or unloading a vessel, which typically calls at the port that is considered the operative's normal place of work. The practical will cover all of the core tasks detailed above and all of the tasks detailed in one of the two options based on the chosen route. All tasks must be completed and will be graded as one. The practical shall last at least three hours with a short break at a suitable point dictated by the operation. It must include the initial preparation by the apprentice for the vessel arrival or shift start.

The employer must allow the Independent Assessor access within the port jurisdiction in order to conduct the observation, which will normally happen on one day. They must liaise over this and agree the date, time, and specification of the observation at least two weeks in advance. Because safety in Ports is paramount, and environments are highly regulated, the tasks will either be delivered to required standards or not. Therefore, the observation will not be graded at distinction level and will instead be limited to either fail or pass:

- The EPAO will liaise with the employer in advance and must be satisfied that the activities being selected for the assessment must be typical to the Port where the apprentice normally works. Apprentices must be observed by an independent assessor completing core and one of the option routes above. Due to the safety critical role of a Port Operative the Independent assessor will remain passive during the observation. The Independent assessor will be responsible for ensuring there are measures in place to stop the observation, if the apprentice is deemed to be acting unsafely.

## End-point Assessment

### Practical Assessment

**Duration: 3 hours Plus/Minus 10 percentage.**

- It will be for the IAO to determine if the observation has broken down for reasons beyond the apprentice's control. For instance, but not limited to, bad weather, difficulties with the vessel or cargo, etc. If any of the tasks have already been completed then the apprentice will not need to complete that element again and the re-sit will be limited to the part that broke down or did not happen.
- During or after the completion of the tasks within the practical observation the IAO must ask 10 open questions to assess related underpinning knowledge. Even where skills have been ably demonstrated, questioning will always be required to verify understanding. They may ask follow up questions where clarification is required. Questioning must be completed within the total time allowed for the observation.
- Knowledge, Skills and Behaviours observed and answers to questions must be documented by the independent assessor.
- Apprentices must be provided with both written and verbal instructions on the tasks they must complete including timescales.
- Observations must be carried out over a maximum total assessment time period of 3 hours +/-10%. There may be breaks during the observation to allow the apprentice to move from one location to another.
- Observations must be conducted in a realistic work situation under normal conditions. It is anticipated that assessment organisations will use the apprentice's normal work environment to carry out the observation. In our experience, it will be very rare for the tasks not to naturally occur in a Port during the window of assessment. In exceptional circumstances, the IAO can agree to arrange the observation away from the normal place of work but must be satisfied the apprentice is not dis-advantaged in any way.
- End-Point Assessment Organisation(s) must develop bank of Observation questions' covering core and options relating to underpinning knowledge, skills and behaviours 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.

Grading for this assessment will be as follows: Pass / Fail. The Practical Assessment can only be found as 'Competent' or 'Not Competent' due to the safety requirements of the industry.

**End-point Assessment****Practical Assessment****Duration: 3 hours Plus/Minus 10 percentage.**

Not Competent / Fail	Competent / Pass
<p>The apprentice has:</p> <p>Not met all of the required pass criteria.</p>	<p>The Apprentice must demonstrate each of the following:</p> <p>Demonstrate all of the core knowledge, skills and behaviours tested plus those related to their specialist chosen option (cargo/passenger).</p> <p>Answers all questions set by the Independent Assessor correctly.</p> <p>Attitude is respectful &amp; positive.</p> <p>Considers impact of own actions on other people or activities</p> <p>Performs all required checks both before and during the task.</p> <p>Completes all necessary documentation accurately.</p> <p>Drives vehicle safely and within speed limits.</p> <p>In addition to the core criteria, the apprentice must demonstrated one of the following dependent on their chosen option:</p>

**End-point Assessment****Practical Assessment****Duration: 3 hours Plus/Minus 10 percentage.**

	<p><b>Cargo :</b></p> <p>Lift and move cargo to load/unload the vessel accurately and to the expected timescale.</p> <p><b>Passenger/ferry/cruise :</b></p> <p>Enables passengers to embark/disembark the vessel safely and in accordance with company policy and to expected timescale.</p>
--	--



## 7. End-point Assessment – Multiple Choice Exam

End-point Assessment

Multiple Choice Exam

Duration: 90 minutes

This exam will use multiple choice questions to assess underpinning knowledge and skills in these areas. The underpinning questions will cover the “how” and “why” elements of the content. EPAOs must develop ‘test banks’ of sufficient size to prevent predictability and review them regularly to ensure they, and the questions they contain, are fit for purpose.

**Port Operative apprentices are required to demonstrate the knowledge and skills areas identified below:**

### **CORE BEHAVIOURS**

Not assessed by this method

### **CORE KNOWLEDGE**

**All Port Operatives need to understand:**

1. Safe and professional working practices
  - 1.1. Legislation
  - 1.2. statutory operating regulations
  - 1.3. understanding the types of hazard that may be encountered in a port
2. Understand the principles of Hazards associated with berthing vessels including:
  - 2.1. Different types of lines
  - 2.2. Handling of lines
  - 2.3. Positioning access equipment on vessels.

**CORE SKILLS. All Port Operatives need to be able to:**

3. Implement the requirements of the safety management system

End-point Assessment

Multiple Choice Exam

Duration: 90 minutes

## **SPECIALIST KNOWLEDGE & SKILLS**

### **Cargo Operative**

#### **Knowledge**

4. Understand lifting operations and the factors involved in safe lifting, including methods and principles of trimming/cleaning out of cargo holds

#### **Skills**

Not assessed by this method

### **Passenger/Ferry/Cruise Operative**

#### **Knowledge**

5. Understand the principle types of travel document and associated papers, how to recognise and validate relevant travel documents.

#### **Skills**

Not assessed by this method

- The knowledge and skills will be tested, set and marked by the EPAO. The Multiple Choice exam can be conducted online or in person. The exam should be undertaken in a quiet room free from distractions and influence. If conducted on-line the employer is responsible for providing a suitable environment and invigilation as agreed by the Independent assessor. If in person then the examination venue must have been approved by the End-Point Assessment Organisation (EPAO) prior to the examination taking place. The examination venue must have access to appropriate resources to conduct the assessment and must have appropriately trained invigilation staff. The assessment will cover specific topics from the Apprenticeship standard. It will comprise 45 questions to be completed over 90 minutes. Each question will have 4 options to choose between. 1 mark will be awarded for every correctly answered question. The multiple choice exam must be closed book i.e. the apprentice cannot refer to reference books or materials. The exam can be either electronic or a paper-based. The maximum invigilator to apprentice ratio must be 1 to 10 if face-to-face; or 1 to 5 if remote. Multiple choice exams must be marked by EPAO independent

## End-point Assessment

### Multiple Choice Exam

Duration: 90 minutes

assessors following a marking guide produced by the EPAO; electronic marking is permissible.

Grading for this assessment will be as follows: Pass / Distinction/ Fail.

Apprentices will be able to access distinction grades by being able to reach a particular grade boundary which is determined below;

Grade	Marks Achieved
Fail	29 or less
Pass	30
Distinction	38 and above

## 8. End-point Assessment – Professional Discussion

### End-point Assessment

#### Professional Discussion

Duration: 90-105 minutes

The portfolio of evidence underpins the professional discussion and is not graded. The Portfolio of Evidence must address the knowledge, skills and behaviours listed below. It must be submitted to the End-Point Assessment Organisation (EPAO) at one month prior to the Professional Discussion. Having reviewed the Portfolio of Evidence submitted in advance, the independent assessor (IA) will build a set of at least 25 interview questions sufficient to be able to reach an overall decision on competence. The apprentice must demonstrate competence in response to all the interview questions in the Professional Discussion to achieve a pass. Professional discussion provides a holistic approach to assessing knowledge and understanding and is useful in determining not only what and how an apprentice is performing, but also their

End-point Assessment

Professional Discussion

Duration: 90-105 minutes

analytical and decision-making abilities. As an assessment method, it can be one of the best ways of testing the validity and reliability of a apprentices evidence.

**Port Operative apprentices are required to demonstrate the knowledge and skills areas identified below:**

### **CORE BEHAVIOURS**

**All Port Operatives need to demonstrate the following behaviours:**

1. Act professionally:
  - 1.1. contribute to sustainable development
  - 1.2. act ethically
2. Be risk aware:
  - 2.1. maintaining an awareness of changing circumstances
  - 2.2. remaining calm under pressure
3. Able to make independent decisions whilst understanding limits and knowing when to ask for help or to escalate
4. Be receptive to feedback; willing to learn new skills and to adjust to change. Undertaking professional development necessary to maintain and enhance competence. Take ownership for own performance and training
5. Corporate awareness: Embody the organisation's values, a belief in the services it offers and an interest in the industry

### **CORE KNOWLEDGE**

**All Port Operatives need to understand:**

6. Safe and professional working practices; including:
  - 6.1. industry procedures and safety requirements and instructions
  - 6.2. Understand the responses to incidents and emergencies, emergency procedures for making the port safe and adhere to corporate policies on environmental protection, security, ethics, equality and diversity.

## End-point Assessment

### Professional Discussion

Duration: 90-105 minutes

7. The importance of commercial principles; applicable to a port and its role in the supply chain. Understand the impact of an individual's decisions on customer service and reputation
8. The general operating principles required to:
  - 8.1. support the operation of port services, infrastructure and equipment
  - 8.2. distinct roles and responsibilities and underpinning processes including normal and contingency planning processes
  - 8.3. port specific terminology and practice
  - 8.4. berth vessels within ports, including preparing the berth and handling lines safely, position and remove access equipment such as gangways, shore ramps and linkspans
9. Knowledge of information systems used to support port operations such as those used for receipt, dispatch, tallying and identification of cargo
10. The types of port operation and cargo handled in UK ports; including containers, solid and liquid bulk, roll on/roll off, ferry and passenger, project, timber and forest products, cruise, fishing and leisure.
11. Provision of port services to; sea based energy projects, marine conservancy, and pilotage and vessel traffic management.
12. The types of plant, equipment, infrastructure and vessels that may be found in a port; including cranes, lift trucks, straddle carriers, internal movement vehicles, gangways, accommodation ladders and commercial and private vessel types and their equipment and its operating principles to underpin the safe and efficient loading and unloading of cargo passengers. Including how to identify normal, faulty or defective and emergency conditions.

#### **CORE SKILLS. All Port Operatives need to be able to:**

13. Keep themselves and others safe by adhering to safe working practices:
  - 13.1. correctly use emergency response equipment
  - 13.2. taking appropriate action to address any unsafe situations, protect others

End-point Assessment

Professional Discussion

Duration: 90-105 minutes

## **SPECIALIST KNOWLEDGE & SKILLS**

### **Cargo Operative**

#### **Knowledge**

Not assessed by this method

#### **Skills**

Not assessed by this method

### **Passenger/Ferry/Cruise Operative**

#### **Knowledge**

Not assessed by this method

#### **Skills**

14. Resolve customer service problems successfully and courteously, within the limits of own responsibility and authority and refer problems outside of own responsibility or authority to the relevant person(s).

This assessment will be administered in a suitable venue and conducted in a “controlled environment” i.e. a quiet room. This could be on the employer’s premises, provided the apprentice is not distracted by their day-to-day role. The venue must have access to appropriate resources to conduct the assessment. The assessment will be synoptic of the specified topics covered in the Apprenticeship standard. The questions will be designed, maintained and marked by End-Point Assessment Organisation (EPAO)

Grading for this assessment will be as follows: Pass / Distinction/ Fail. If the apprentice has to re-sit this assessment, they will only be able to achieve Pass/Fail grading.

## End-point Assessment

## Professional Discussion

Duration: 90-105 minutes

## Grading criteria for the Professional Discussion

Fail	Pass grade	Distinction grade
<p>The apprentice has:</p> <p>Not demonstrated they have met all of the pass criteria.</p>	<p>The apprentice has demonstrated all of the core knowledge, skills and behaviours tested.</p> <p>The apprentice has answered each of the questions set by the Independent assessor correctly.</p> <p>Able to identify and describe all emergency procedures required by law.</p> <p>Shows they always adhere to corporate policies on environmental protection ,security, ethics, equality and diversity</p> <p>Shows good working knowledge of how to report unsafe working practices in their organisation.</p> <p>Explain how their role fits within their organisation and how it impacts / benefits customers</p>	<p>In addition to the pass criteria, the Apprentices demonstrates all of the following:</p> <p>Proactively challenges non-compliance of others with policies on environment protection, security, ethics, equality and diversity. Can give at least one example where their action has improved compliance.</p> <p>Can provide at least one example of when they reported an unsafe working practice in their organisation</p>

End-point Assessment

Professional Discussion

Duration: 90-105 minutes

	<p>Embody the organisation's values, a belief in the services it offers and an interest in the industry</p> <p>Show how they have remained effective and delivered results when under pressure</p>	<p>Is a role model for peers by championing the organisations values.</p>
--	--	---

## 9. End-Point Assessment Organisation (EPAO)

Independent Assessors will be recruited, trained, standardised and contracted by the EPAO.

The EPAO, advised by the Independent Assessor, makes the judgement on whether the apprentice has passed the End-point Assessment or not. The EPAO will also provide the overall apprenticeship grading based on the apprentices combined results from the Practical Assessment, Multiple Choice Exam and Professional Discussion.

Minimum requirements for Independent Assessors and training provider assessors

Independent Assessors must be occupationally competent within the industry and competent to assess. The requirements for these are as follows:

Occupational competence

Relevant port operations industry experience plus current CPD activity that shows that they are up to date with current developments in the ports sector.

Familiarity with the role covered by the apprenticeship

No current relationship with the apprentice or employer involved in the apprenticeship



Competence to assess – must be working towards or have achieved a relevant recognised assessor qualification such as a Level 3 Certificate in Assessing Vocational Achievement and continue to practice to that standard. Assessors who hold earlier qualifications (D32 or D33 or A1 or TQFE/TQSE) should have CPD evidence to the most current standards

End-point – Final Judgement

The Independent Assessor will report on the grading outcome from the Practical Assessment Multiple Choice Exam and Professional Discussion to the EPAO, who will issue the result to the apprentice, their employer and training provider.

## 10. End-point - Grading

The End-Point Assessment Organisation (EPAO) is responsible for allocating the overall apprenticeship grading and making the final decision on apprenticeship completion.

The apprentice must pass all of the End-point Assessment components; Practical assessment Multiple Choice, and Professional Discussion examinations before the apprenticeship can be passed overall.

The overall apprenticeship grade will be derived from the grading of the three graded end assessments. For instance an apprentice passes the practical and receives a pass, in the Professional Discussion a receives a pass and in the Practical receives a distinction this would equate to  $2 + 1 + 1.5 = 4.5$  points which equal an overall distinction. The grade will be awarded by the End-Point Assessment Organisation (EPAO) using the points based system.

The table overleaf sets out the points based system that must be used. It is weighted so that a pass in the Practical Assessment attracts twice the points of the other methods. This recognises the importance of the practical, in which the Apprentice can demonstrate directly to the Independent Assessor their ability to perform key tasks. However, the Practical Assessment is not graded to distinction, and is instead limited to a pass or fail, recognising that Port Operatives are either safe and accurate in their duties or they are not.

Graded Assessment	Points	
	Pass	Distinction
Multiple Choice Exam	1	1.5
Professional Discussion	1	1.5
Practical Assessment	2	0

Points	Overall Apprenticeship Grade
0-3	Fail
4	Pass
5	Distinction

### Re-sits and Re-takes

The maximum grade (and hence point allocation) for any component re-sit is a Pass. For this reason it is important that apprentices are not entered for the end assessment until the employer feels the apprentice is ready for the End-point Assessment. Apprentices that fail any part of the end-point assessment will fail the apprenticeship overall.

Re-sits/re-takes are not to be offered to apprentices wishing to move from pass to distinction. A re-sit does not require further learning, whereas a re-take does.

Apprentices will have the opportunity to re-sit/re-take where the apprentices fail any method. It will be for employers to decide how many re-sits/retakes are appropriate.

The maximum grade for any component that is resit or retaken is normally a pass. However, a distinction may still be awarded for both the professional discussion and multiple choice exam (and the overall grade) in exceptional circumstances. This is for the IA to decide and may be, for instance, where the assessment was halted due to the apprentice's sudden ill health.

## Independence

Independence is provided to the Port Operative apprenticeship by:

- the End-point Assessment being centrally set, maintained and marked by the End-Point Assessment Organisation (EPAO)
- the End-point Assessment being co-ordinated by the End-Point Assessment Organisation (EPAO)
- the End-Point Assessment Organisation (EPAO) being responsible for the overall decision on apprenticeship completion
- The End-Point Assessment Organisation (EPAO) being responsible for the grading of the apprenticeship. The EPAO and IA needs to be independent from the employer, training provider and apprentice.

## 11. End-point Assessment Summary of roles and responsibilities

### Apprentices Employer

- Contributes to the assessment gateway by observing and authenticating the workplace evidence to substantiate that it is authentic and meets industry standards
- Decides on the timing of and makes arrangements for the on programme and End-point Assessment, with the support of the training provider as required
- Ensures the apprentice has the necessary documentation for End-point Assessment
- Works with the training provider to agree remedial action required by the apprentice before re-sitting any unsuccessful component/s
- Will ensure that the English and Maths requirements are met.

### Training Provider

- Provides and manages on program assessors who are occupationally competent and qualified to assess
- Manages the administration, preparation, operation and invigilation of the on-programme assessment
- Training provider supports the employer in deciding the timing and arrangement of the End-point Assessment
- Provides the apprentice with training on the End-point Assessment process
- Supports the employer in agreeing remedial action required by the apprentice before re-taking any unsuccessful component/s

## Independent Assessors

- Bring an independent view as they as they have not been previously involved with the apprentice
- Undertake marking, scoring and grading of the End-point Assessment
- Advise the End-Point Assessment Organisation (EPAO) upon completion of the apprenticeship and submit grade given for the End-point Assessment
- Participate in annual standardisation events which will be arranged by the Independent Assessment Organisation

## 12. End-Point Assessment Organisation (EPAO)

- Confirms apprentice's competence and grading of apprenticeship.
- Approves and maintains a network of End-point Assessment centres
- Provides independent assessment of knowledge by centrally setting, and maintaining End-point Assessment examinations
- Provides and manages Independent Assessors to mark and score End-point Assessment examinations
- Provides documentation, training and support for Independent Assessors to ensure rigour and consistency contributes to maintenance and implementation of the Port Operative Assessment Plans

## 13. Quality Assurance – Internal

Quality assurance of End-point Assessment is provided by the End-Point Assessment Organisation (EPAO) who will:

- Enforce criteria for approved assessment centres by defining the staff, resources, processes and procedures required to undertake the written examination
- Provide and manage a network of Independent Assessors to undertake marking and scoring of the End-point Assessment examinations. Trains and certifies all individual assessors to be able to assess consistently against the Standard
- Appoint only Independent Assessors that meet the requirements as detailed in this plan.
- Examinations will be formulated, reviewed and moderated by the EPAO to meet a common assessment specification
- EPAO's will develop the assessment content detail, to meet the apprenticeship standard.
- The EPAO Organisations will provide documentation, training and support for Independent Assessors to ensure rigour and consistency
- Independent Assessors will attend at least two meetings per year, arranged and managed by the EPAO. The purpose of these meetings will be to improve consistency and rigour in the approach and execution of their quality assurance responsibilities, and to ensure that where any technical or assessment variation (or scope for variation) is identified, a standard interpretation is established and applied.

- Provide induction training for independent assessors in terms of good assessment practice, operating the assessment tools and grading.
- Operate moderation of assessment activity and decisions, through examination of documentation and/or observation of activity, with a minimum of 10% percent of each independent assessors' assessments moderated
- Applies robust quality assurance and verification processes to the assessments e.g. use of standard formats, moderation and standardisation of scoring, oversight of assessment
- Runs the initial appeal process for any appeals that arise from grading decisions
- The End-point Assessment Organisation will create and then maintain the Assessment Tools to ensure continuing robustness (independent, consistent, valid), working with the Employers as appropriate.

The assessment methods described previously are designed to produce assessment outcomes that are consistent and reliable, allowing fair and proper comparison between apprentices employed in different types and sizes of organisations. At the core of this will be the set of Assessment Tools that are used by all assessors and will be a part of the training that assessors receive. The End-point Assessment Organisation will create and hold the tools and materials to be used in assessment based on this Plan.

To ensure that where any technical or assessment variation (or scope for variation) is identified, a standard interpretation is established and applied.

## 14. Quality Assurance - external

External quality assurance of the end-point assessment for this apprenticeship standard will be managed by the Institute for Apprenticeships

## 15. Implementation

The percentage proportion of End-point Assessment against the overall cost of the apprenticeship is up to 20% of the funding band allocated. This is based on the cost of 1 to 1 assessment. Expect low volumes within the first 12 months and therefore this may add to the EPAO cost.

## 16. Manageability/Feasibility

It is anticipated in the first 3 years approximately 30 apprentices will enrol. It is expected Apprentices will typically be assessed one to one. There are well over 100 Ports in the UK and these vary in size tremendously. It is likely therefore that Apprentice volumes will vary by Coastal regions, with most likely to come from the largest Ports such as Southampton, Bristol and the Humber. This geographical variance presents challenges however, the Ports Industry is very well established and well equipped to manage. Using Employer premises where possible, rather than assessment centres, reduces cost. Because of the nature of the role, and that it is new to Apprenticeships, it is important that Assessment be conducted in person. We are satisfied there are sufficient assessors and moderators to manage expected volumes in the early years of this Apprenticeship. Critical to the success of this model is Employers allowing Independent Assessors into the Port Jurisdiction in order to conduct the Practical. The percentage proportion of End-point Assessment against the overall cost of the apprenticeship is up to 20% of the funding band allocated. Costs may reduce in future years, once this Apprenticeship is more embedded within the Maritime sector and volumes have grown.