

Update on External Quality Assurance – Retail, Hospitality and Travel

March 2017

- Access to information
- System arrangements
- Price of external quality assurance
- Common approaches to end point assessment
- Industry apprenticeship boards
- Working together to achieve the best result
- Questions and answers

Levy paying businesses

- [The apprenticeship levy](#)
- [Apprenticeship standards](#)
- [Apprenticeship training](#)
- [Preparing your business](#)
- [Apprenticeship consultancy](#)
- [People 1st Apprenticeship Network](#)

Small & medium businesses

- [Apprenticeship standards](#)
- [Apprenticeship training](#)
- [Preparing your business](#)
- [Paying for apprenticeships](#)

Training providers & colleges

- [Becoming an apprenticeship provider](#)
- [Apprenticeship standards](#)
- [Apprenticeship delivery guides](#)
- [People 1st provider network](#)

Assessment organisations

- [Standards & assessment plans](#)
- [External quality assurance](#)

Apprenticeships

Access to information and documentation

System arrangements































- Based on the ACE360 system
- Existing integrations to be enhanced
- Automated data sharing through APIs
- Facility to have manual uploads via .csv format
- Central repository for guidance and reports

System arrangements

people1st
performance through people

User: Piotr Buczkowski
Role: Administrator
Notifications: [0 Unread](#)

- EQAOs
- View EQAOs
- Add EQAO
- AAOs
- Standards
- Apprentices
- Acceptable Evidence Guidance
- Latest News from the Federation
- Users
- Tooltip
- Contact Us
- Logout

ID	EQAO Name	EQAO Code	Active	
1	Body test123	BTACEaxxx	<input checked="" type="checkbox"/>	 
2	Body test second	BTS	<input type="checkbox"/>	 
3	Test body	test code	<input type="checkbox"/>	 
4	CITB	CIT	<input checked="" type="checkbox"/>	 
5	Instructus Group (formerly Skills CFA)	CFA	<input checked="" type="checkbox"/>	 
6	People 1sthjhjhj	PEO	<input checked="" type="checkbox"/>	 
7	Proskills	PRO	<input checked="" type="checkbox"/>	 
8	SkillsActive	ACT	<input checked="" type="checkbox"/>	 
9	Summitskills	SUM	<input checked="" type="checkbox"/>	 
10	Skillsmart Retail UK Ltd	MAR	<input checked="" type="checkbox"/>	 
11	Creative Skillset	SET	<input checked="" type="checkbox"/>	 
12	Skills for Security Limited	SEC	<input checked="" type="checkbox"/>	 
13	Skills for Logistics	LOG	<input checked="" type="checkbox"/>	 
14	Skills for Health	SFH	<input checked="" type="checkbox"/>	 
15	SEMTA	SEM	<input checked="" type="checkbox"/>	 

Pages: [1](#) [2](#) [3](#) [Next](#) [Last](#) 1 of 3

System arrangements



EQAO: Body test EQAO code: BTACEaxxx

Basic information

Standards

Certificates

Reports

User: Piotr Buczkowski
Role: Administrator
Notifications: [0 Unread](#)

EQAOs <

AAOs <

[Acceptable Evidence Guidance](#)
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[Users](#)
[Tooltip](#)
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EQAO Details

EQAO Address

Contact

Users

Standard: Instructing Exercise and Fitness (8/4/11 – 5/6/12) Reference: FR00529

User: Piotr Buczkowski
Role: Administrator
Notifications: 0 Unread

- EQAOs <
- AAOs <
- Standards <
- Apprentices <

- Acceptable Evidence Guidance
- Latest News from the Federation
- Users
- Tooltip
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- Basic information
- Specialist functions
- Certification Evidence

Framework Details

Name

Instructing Exercise and Fitness (8/4/11 – 5/6/12)

Reference

FR00529

Notes

L2
Issue: 2

Framework Funding ID

Framework Active

From: To:

Contacts

Options

✕ Back

✓ Update item

User: Piotr Buczkowski
Role: Administrator
Notifications: [0 Unread](#)

EQAOs <

AAOs <

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[Tooltip](#)
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EQA0 Details

Body Name

Body test

Body Code

BTACEaxxx

Notes

Sector Description

test

Sun Number

EQA0 Address

Contact

Users

System schedule

- System currently in 'build' stage
- Testing in a copy system, already engaged with a number of providers and awarding organisations as part of the wider ACE system checks
- Beta version for testing by end March:
 - Presented to the employer boards
 - Testing with a range of providers, colleges, awarding organisations and employers
 - Many offers of help so far but please do let us know if you would like to get involved further
- System ready by July 2017

- £40 per apprentice at end point assessment
- Payment through credit purchase via EQA system

Based on:

- Forecasted volume and type of EQA activity
- Expected make-up of assessment market – i.e. size and number of AAOs
- Balancing a realistic and robust employer-led process that will deliver the required quality outcome

Common approaches to end-point assessment

- Referenced in each of the assessment plans to further standardise the approach to and execution of assessments
- One approach for each standard
- First drafts completed and will be circulated post webinar – comments by end of March, after which final versions will be produced
- Will be available on the EQA portal to AAOs on the RoAAO
- Looking at best ways to share for comment prior to the portal going live
- Aligned to Ofqual's general conditions wherever appropriate

Common approaches to end-point assessment

- The approach provides the next level of detail on from the plan, for example confirming the percentage mix of question areas for the standard, guidance on the number of questions and indicative pass and (where relevant) distinction boundaries
- Must be used in the design of the assessment tools
- Cover the required policies and procedures to ensure that the tools, once designed, are used in the correct way
- Timescales

Table of contents – from a common approach

- **1. Introduction to the retailer end point assessment plan**
 - 1.1 Overview of assessment
- **2. Policies and procedures**
 - 2.1 Responding to enquiries and complaints procedures
 - 2.2 Arrangements for reasonable adjustments
 - 2.3 Arrangements for special conditions
 - 2.4 Appeals
- **3. Competence of assessment and quality assurance staff**
 - 3.1 Requirements for independent end assessors
- **4. Assessment methods for the retailer standard**
 - 4.1 Multiple choice questions test
 - 4.2 Practical observation in the workplace
 - 4.2.1 Workplace observation assessment report
 - 4.3 Professional discussion
 - 4.3.1 Professional discussion assessment report
- **5. Quality Assurance**
- **6. Conclusion**

Working together to achieve the best result

- Further process and policy guidance from People 1st (building on information provided in Webinar end of last year)
- Regular progress meeting with AAOs as they come onto the register (following meetings in December 16)
- Getting assessment tools ready and supporting policies and procedures
- Mock assessments
- Open lines of communication and feedback

Industry apprenticeship boards

- Application process for training provider and college representatives to be published online next week
- First formal meeting of hospitality apprenticeship board 30th March
- Travel apprenticeship board (six members) to be announced tomorrow – still open for an SME representative
- Nominations for the retail apprenticeship board reviewed by the selection committee today (BRC, AELP, AoC and sector employer)

For further guidance on
apprenticeships and the levy

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