

### Introduction

A team leader/supervisor is a first-line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions, and guidance to ensure the achievement of set goals. In the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed by employees will be the same whatever the role.

Key responsibilities are likely to include supporting, managing, and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems and building relationships internally and externally.

Roles/occupations may include supervisor, team leader, project officer, shift supervisor, foreperson, and shift manager.

On completion, apprentices may choose to register as associate members with the Chartered Management Institute or the Institute of Leadership & Management.

In order to be awarded the above apprenticeship, an apprentice must be successful in achieving their EPA.

### The End-Point Assessment

The end-point assessment is intended as an assessment of the apprentice's knowledge, skills and behaviours (KSB's) that are set out in the Team Leader Supervisor apprenticeship standard as detailed in the Assessment Plan.

The end-point assessment (EPA) for the Team Leader Supervisor consists of the following 2 components.

- The **presentation and questions** will last 50 minutes plus 10% (at the discretion of the independent assessor) if required. The presentation will typically last for 20 minutes and the questioning will typically last for 30 minutes in order to provide scope for the apprentice to demonstrate their full competence. A short break of up to 10 minutes may be taken between the presentation and question and answers to enable the independent assessor to review the questions they have identified in advance in light of the presentation delivered and the learner can deliver the presentation using any media they want
- The **professional discussion** will last 60 minutes. The independent assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete their last answer. The independent assessor can use the contents of the portfolio to identify discussion areas for the professional discussion; however, the portfolio is not assessed or graded

Our focus is to ensure that each EPA delivers a reliable and comparable assessment of an apprentice's ability to successfully undertake their job role.

### **Requirements for the apprentice to be ready to undertake their EPA**

The duration of the programme would typically be 12 to 18 months, but the apprentice must have been on their programme for the minimum apprenticeship duration before they will be eligible to be put forward to undertake their EPA.

In addition, an apprentice is only considered to be ready to undertake their EPA once their employer is satisfied that they have met the requirements set out in the Assessment Plan (Gateway requirements). These are:

- Confirmation from the employer that the apprentice is consistently working at or above the levels set out in the apprenticeship standard and Assessment Plan and that this can be evidenced.
- English and maths at Level 2
- Portfolio of learning compiled during the on-programme phase

### **The portfolio of evidence requirements are as follows:**

- The apprentice will have prepared a portfolio of evidence during the on-programme phase to support the professional discussion. The format and structure of the portfolio must be agreed between the employer and apprentice, and ideally will be presented electronically.
- The portfolio must include a mapping document which clearly shows how the evidence is mapped against the relevant knowledge, skills and behaviours that will be assessed by the professional discussion
- Reflective accounts and self-evaluation cannot be included as evidence. The portfolio should not include any methods of self-assessment.
- The portfolio should contain written accounts of activities that have been completed and referenced against the relevant knowledge, skills and behaviours that will be assessed by the professional discussion, supported by appropriate evidence, such as video/audio extracts; written statements; project plans; reports; minutes; observation reports; presentations; feedback from managers, supervisors or peers; papers or reports written by the apprentice; CPD Log; Personal Development Plan; performance reviews. This is not a definitive list; other evidence sources are allowable
- The content must be sufficient to evidence the apprentice can apply the relevant knowledge, skills and behaviours required as mapped to assessment method 2 (professional discussion). There must be at least one piece of evidence relating to each knowledge, skill and behaviour mapped to assessment method 2. Each piece of evidence can be referenced against more than one knowledge, skill or behavioural requirement. It will typically have 20 pieces of evidence

- Any employer contributions should focus only direct observation of evidence (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 confirming this.
- The portfolio of evidence must be submitted to the EPAO at the gateway point.

The portfolio is not directly assessed. It underpins the professional discussion assessment method and therefore should not be assessed by the Steadfast EPA. Steadfast EPA will review the portfolio in preparation for the professional discussion but are not required to provide feedback after this review of the portfolio.

### **End-Point Assessment – Methods of Assessment**

The EPA has two components which can be taken in either order.

The grades for both components are combined to give the overall assessment grade according to the grade combinations set out in the Assessment Plan.

#### **Assessment method 1: Presentation with questions and answers**

Apprentices will prepare and deliver a presentation (followed by questions and answers) based on topic(s) covered within the apprenticeship.

Setting the presentation title post-gateway ensures the reliability and validity of the EPA, and the period between the apprentice's submission and the actual assessment, allows the independent assessor to prepare appropriate questions pertinent to the presentation.

The presentation will allow the apprentice to demonstrate their knowledge, skills and behaviours relating to the KSBs assigned to this assessment method, allowing the independent assessor to draw these out, and to assess performance against the distinction criteria. Questions and answers following the presentation must seek to assess KSBs not evidenced through the presentation and/or depth of understanding to assess performance against the distinction criteria

The presentation should provide a summary of their role as a team leader and what they do and how this is relevant to their role and organisation. It should focus on how they tackle current topics and will cover all KSBs assigned to this method.

**As detailed above, the presentation will be based on one of the following topics:**

- Reviewing ways to reduce cost and increase efficiency in a business environment
- Implementing a performance management process within a team or business unit
- Supporting their team through a period of change within their organisation
- Managing a difficult situation within their team

## **End-Point Assessment Specification: Team Leader Supervisor Level 3**

Steadfast EPA will take steps to ensure the apprentice is given a presentation title, which allows the apprentice the opportunity to draw on what they have learnt and experienced during their apprenticeship

Once the title has been set, the apprentice has 2 weeks in which to prepare and submit a copy of their presentation. The independent assessor will review the submitted presentation materials ahead of the presentation and prepare relevant questions. Steadfast EPA will then inform the apprentice of the date for the presentation with questions and answers, which will occur within 4 weeks of the presentation title being set (*This will have been discussed and booked during the planning meeting phase*)

Through their presentation and questioning, the apprentice must demonstrate they have met the criteria set out in the grading criteria in this end-point assessment plan.

The presentation should cover the following elements:

- Identification of the topic areas being covered within the presentation
- Overview of the activities undertaken relating to the topic area and how these related to their role
- Results of chosen activity and lessons learned
- What was achieved as a result of the activities?

The apprentice will present to the independent assessor via online video conferencing and Steadfast EPA will ensure appropriate measures are in place to prevent misrepresentation.

The presentation will be followed by a question-and-answer session to enable discussion of the topic in greater detail and to further draw out the apprentice's ability to demonstrate how they have met the KSBs and grading criteria for this assessment method

### **Assessment method 2: Professional discussion underpinned by a portfolio of evidence**

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. Questioning should assess the KSBs assigned to this assessment method and the apprentice may use their portfolio to support their responses.

The professional discussion is not simply a question-and-answer session but a meaningful, in-depth two-way dialogue between the apprentice and the independent assessor. It allows the apprentice to use standardised questions and scenarios as a starting point to explore their own practice and experiences with the independent assessor to show how they demonstrate the occupation's KSBs and that they are occupationally competent

## **End-Point Assessment Specification: Team Leader Supervisor Level 3**

The underpinning portfolio will have been submitted at 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 areas for the professional discussion

Independent assessors will select 6 competency-based questions to prompt discussions from a bank of competency-based questions provided by Steadfast EPA. Independent assessors may ask further questions for clarification purposes and to allow the apprentice the opportunity to cover the KSBs mapped to this assessment method. However, these questions will also be open and must not lead the apprentice

### **End Point Assessment Judgements and grading**

The IEPA will review all evidence and responses to questions and grade each assessment method separately as Fail, Pass, or Distinction in line with the requirements of the Assessment Plan for the standard.

The final judgement about whether the apprentice has passed and what grade they are given will be made by the IEPA and quality assured by the IQA.

Once the final grade is decided, if the apprentice passed their End Point Assessment, Steadfast EPA will inform the apprentice and the employer of the outcome and apply to the Education and Skills Funding Agency to issue the Apprenticeship Certificate to the apprentice. Permission to claim the certificate will be obtained as part of the gateway paperwork.

### **Retakes / Resits**

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

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

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

Any assessment method re-sit or re-take must be taken within 3 months of the fail notification, otherwise the entire EPA must be taken again, unless in the opinion of the Steadfast EPA, 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 Steadfast EPA determines there are exceptional circumstances requiring a re-sit or re-take

### **Reasonable Adjustments**

We request notification of any additional needs or reasonable adjustments that an apprentice might have to access their EPA, at the time that the apprentice is registered with us. Under the terms of the Equality Act 2010, a reasonable adjustment can be made to meet an individual's specific needs and we will discuss this with the training provider, employer and apprentice and make the necessary arrangements to ensure that the apprentice is not disadvantaged in terms of their access to their EPA.

### **Further information**

[Team leader or supervisor / Institute for Apprenticeships and Technical Education](#)

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([instituteforapprenticeships.org](http://instituteforapprenticeships.org))

[www.steadfastepa.co.uk](http://www.steadfastepa.co.uk)