

APPRENTICESHIP END-POINT ASSESSMENT

Information for Employers and
Apprenticeship Training Providers



Large Goods Vehicle (LGV)
Driver (ST0257 v1.1) Level 2



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RTITB AND END-POINT ASSESSMENT FOR THE LOGISTICS INDUSTRY

We are logistics industry specialists.

We only work in the logistics sector. The team who developed and who deliver our End-Point Assessment (EPA) services are the same team who deliver the rest of our range of assessments and accreditation services for transport drivers and warehouse workers. It's likely we already work with your training and development team and we have a good understanding of what services we can provide based on your job roles.

Our Assessors are from the sector.

All of our EPA Assessors are existing RTITB team members and are experienced in assessing drivers, warehouse operatives and machinery operatives in a range of operational contexts.

We are assessment specialists.

We don't deliver apprenticeship training, so our focus is solely on developing fair, consistent and above all, efficient assessments for you and your apprentices.

We are on the Education and Skills Funding Agency (ESFA) Register of EPA Organisations to deliver End-Point Assessment for Large Goods Vehicle (LGV) Driver (ST0257 v1.1) Level 2.



END-POINT ASSESSMENT (EPA)

Every apprenticeship has an End-Point Assessment (EPA) Plan. An EPA Plan first sets out the specific assessment Gateway requirements for that standard, which must be met before an apprentice can take an EPA.

To pass the Gateway, the Employer and training organisation must agree that the apprentice has completed at least 12 months of on-programme training, gained the required knowledge, skills and behaviours and reached the required standard in English and Maths. A decision can be reached by the use of tests of knowledge, skills or behaviours, but these do not form part of the EPA. **RTITB have no role in the Gateway process but before we can conduct an EPA we must have confirmation that the apprentice has passed the Gateway.**



An EPA Plan sets out the format and content of the End-Point Assessment for that apprenticeship standard. The Plan therefore provides the Apprentice with an outline of the knowledge, skills and behaviours required by the apprenticeship standard.



The End-Point Assessment must be carried out by an EPA Organisation (EPAO) which is approved by the Education and Skills Funding Agency (ESFA), and which is on the Register of EPA Organisations. The EPAO must be independent of the Employer and the Training Provider, and must have played no part in the on-programme training.

RTITB deal only with the EPA and RTITB End-Point Assessors carry out EPAs strictly in accordance with the EPA Plan.

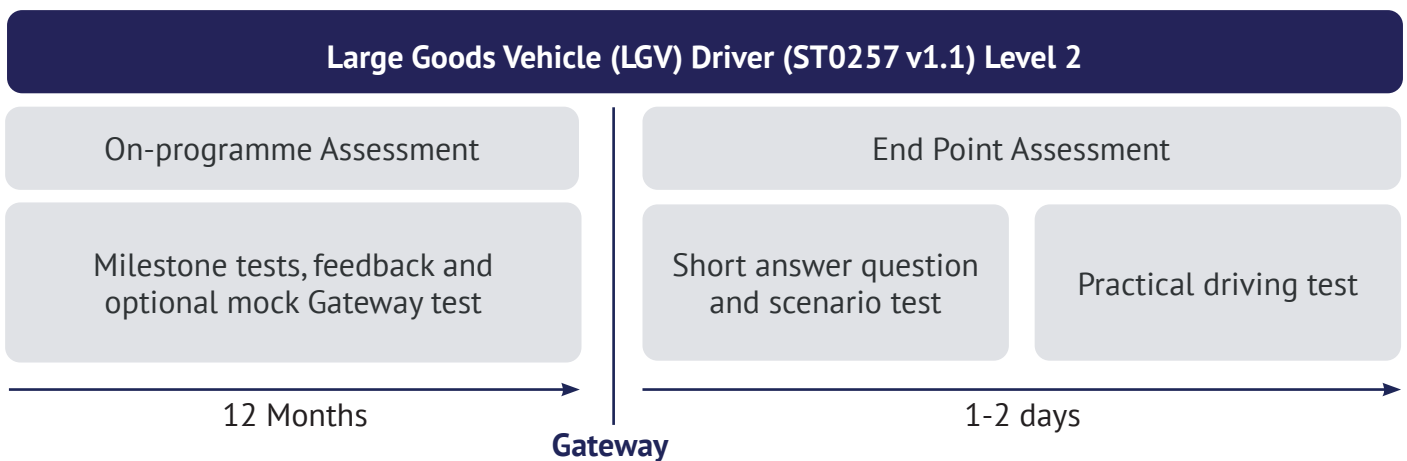


END-POINT ASSESSMENT FOR THE LARGE GOODS VEHICLE (LGV) DRIVER (ST0257 V1.1) LEVEL 2 APPRENTICESHIP

LGV Drivers work in a wide range of settings, such as warehouses, shops and private homes, and their customer base will range from large global organisations to sole traders and private customers. They may also work within one or more subsectors, including: shipping, armed forces, removals, import/export, freight, hazardous goods, and food. Our EPA Team has the range of skills and experience to provide EPA to LGV drivers in any subsector or job role.

The Large Goods Vehicle (LGV) Driver (ST0257 v1.1) Level 2 EPA

The Large Goods Vehicle (LGV) Driver (ST0257 v1.1) Level 2 EPA has two components, a knowledge test and a practical driving test, equally weighted at 50% of the overall grade. The apprentice will achieve an overall grade of a pass or distinction.



Gateway requirements for the Large Goods Vehicle (LGV) Driver (ST0257 v1.1) Level 2 EPA

The following Gateway requirements must be met before EPA can be conducted:

- Apprentices must already hold, or attain during their apprenticeship, a Category C licence (a change to C+E is pending, this document will be updated in due course).
- Apprentices without Level 1 English and Maths will need to achieve this level. Furthermore, they will be required to take the test for Level 2 English and Maths prior to taking the EPA.

EPA Guide for Apprentices

RTITB have produced a guide to this EPA for apprentices. This should be issued to apprentices during their training programme so that they are clear about the content and format of the RTITB EPA.



HOW TO BOOK AN RTITB EPA

Step

1

Choose RTITB as your EPAO

The process starts when an Employer makes the decision to use RTITB to deliver EPAs for their apprentices.

Employers will complete the EPAO Employer Confirmation Form and Training Provider Application Form which tells RTITB:

- Which apprenticeship standard – in this case, ST0257 Large Goods Vehicle Driver – the Employer wants us to assess their apprentices against
- Who is the Lead Training Provider or Employer Training Provider
- Who is delivering On-Programme Training for these standards
- The expected number of apprentices
- The intended dates for EPA.

RTITB will send the Employer the “RTITB Services Agreement – End-Point Assessments” for signature. This general agreement to use RTITB as your EPAO enables RTITB to start planning and allocating resources, so that when apprentices are ready for EPA (see Step 3 below), we can offer End-Point Assessment where and when it is needed.

Step

2

Recording Training Provider Details on RTITB’s System

As the Training Provider plays a key role in arranging the EPA for Employers’ apprentices, RTITB will keep a record of each Training Provider that has been chosen by the Employer and included on the EPAO Employer Confirmation.

These details will be added to the RTITB database and will ensure that we can work with the Training Provider to fulfil key stages in the EPA planning process – such as providing evidence that the apprentice has met the Gateway requirements, ensuring proper facilities for testing, and booking individual EPA tests.

Step

3

Confirm that Gateway Requirements have been met and Book End-Point Assessments for your Apprentice(s)

The Training Provider must confirm that the apprentice has met the Gateway requirements and inform RTITB of the date on which they would like the EPA to be conducted.

To ensure efficient planning of EPAs, we ask that you send this notification at least eight weeks before the required EPA date, allowing us time to make all the necessary arrangements required for EPA delivery. However, we recognise that business issues and pressures can result in a need for EPAs at shorter notice, so with our in-house Assessor team, we will always endeavour to meet your timescales.

Training Providers confirm that the apprentice has met Gateway requirements by completing the Gateway Declaration and EPA Test Booking Request Form.

Step

4

Gateway Confirmation Verified by RTITB

Before contacting the Training Provider to discuss EPA arrangements, the RTITB EPA Team will review the information provided on the Gateway Declaration and EPA Booking Request form. If there are any questions regarding information given on the form, the EPA Team will contact the Training Provider within five working days of receipt.

Booking will not proceed until RTITB is satisfied that all Gateway requirements have been met.

Once RTITB has checked and confirmed all Gateway requirements have been met, the EPA Team will proceed with the booking.

Step

5

Arranging and Confirming Delivery of EPA

The Training Provider will be contacted by the EPA Team to discuss the potential EPA date, time and location and to confirm that the site, staff and resources will be available.

Once the Training Provider has confirmed to RTITB that the location and the resources are suitable, RTITB will confirm the date, time and location of the EPA on the **EPA Requirements Confirmation Form**, which will be sent to the Training Provider.

It is the Training Provider's responsibility to check that the information on the EPA Requirements Confirmation Form is correct, and that the Employer has agreed to make the apprentice available for the EPA.

The EPA Requirements Confirmation Form must be amended and/or confirmed and returned to RTITB within 2 working days of receipt.

If amendments are received by RTITB later than within 2 working days of receipt, or if further changes are required after confirmation is received by RTITB, administration fees might apply.

RTITB will then assign an Assessor to the EPA (they may need to contact the Customer and/or Employer to agree further details where applicable). The first point of contact for the RTITB End-Point Assessor will be the person named on the EPA Requirements Confirmation.

Accessing Reasonable Adjustments

Should the Training Provider and Employer agree that an apprentice with disabilities requires 'reasonable adjustments' in compliance with the Equality Act 2010 to attempt their EPA, they should ensure that they discuss this with the RTITB EPA Team at this stage. Following those discussions, **the agreed adjustments for the apprentice will be recorded on the EPA Requirements Confirmation Form.**



ASSESSMENT DAY

The EPA will take place at the date, time and site detailed on the final EPA Requirements Confirmation. The Large Goods Vehicle (LGV) Driver (ST0257 v1.1) Level 2 EPA consists of two parts, a written test of knowledge and behaviours, and a practical test of driving and other workplace skills. Both parts can be conducted on the same day, either in the workplace or at the training centre.

1. Knowledge and Behaviours Test

This must take place in a classroom or training room environment. The apprentice will be allowed 60 minutes in which to answer 20 short answer and 2 scenario questions.

Short answer questions cover knowledge of:

1. Safe and controlled driving techniques relating to the LGV
2. Safe use of equipment and machinery
3. How to prepare the vehicle for driving
4. How to protect the vehicle and its load
5. How to plan for a journey and delivery
6. How to use relevant technology
7. How to use relevant IT applications
8. Relevant regulation and legislation governing the Supply Chain Industry
9. The structure of the industry
10. The importance of delivering excellent customer service
11. Proposed and actual changes to systems, processes and technology
12. The environmental impact of the industry and how it can be minimised
13. The implications their role may have on their health and actions that can be taken
14. The implications of city restrictions
15. How to drive alongside vulnerable road users
16. How to process returned and rejected goods

Scenario questions cover the following behaviours:

1. Establish a good rapport with customers
2. Work effectively in a team
3. Demonstrate integrity, credibility and honesty
4. Demonstrate a positive and professional attitude
5. Demonstrate willingness to accept change
6. Demonstrate effective communication

2. Practical Test

The practical test will take place in a Category C licence (a change to C+E is pending, this document will be updated in due course) vehicle, ideally a vehicle which the apprentice drives regularly and is therefore familiar with.

The test will start with vehicle checks and will be a continuous assessment of between 60 and 90 minutes duration. The apprentice will be observed carrying out normal workplace duties, during which they will show our Assessor that they have the skills set out in the apprenticeship standard.

The RTITB Assessor will assess performance against the stated pass and distinction criteria and will use a marking sheet to record this.

The practical test requires the apprentice to show that they can:

1. Drive safely and efficiently on public and private roads
2. Use and position vehicle fitted equipment
3. Control the vehicle in all traffic situations
4. Use relevant equipment and machinery safely
5. Comply with relevant systems and processes (legislation and regulation)
6. Prepare the vehicle and load for deliveries
7. Protect the driver, vehicle and load
8. Plan routes effectively
9. Use basic IT systems
10. Maintain the health, safety and security of people at all times

EPA Site Requirements

An EPA can take place at either the Employer's or Training Provider's premises or an alternative site agreed with RTITB. EPA will only be carried out at the site and at the dates and times that are detailed on the final EPA Requirements Confirmation Form.

The Employer and Training Provider must ensure that:

- The RTITB Assessor, the apprentice, and any other relevant parties have access to the EPA site, and that all vehicles and relevant equipment are available and accessible for the EPA
- The EPA site and all vehicles and equipment meet requirements relevant for the EPA (such as health and safety and technical requirements)
- A contact is available who will be responsible for informing the RTITB Assessor of any fire evacuation procedures and how to report any incidents.

Note that on the day of the EPA, the Gateway evidence you have specified on the Gateway Declaration must be available for review by the RTITB Assessor as they may wish to confirm that the information is correct.

If there is a problem on EPA day

The RTITB Assessor will ensure all the arrangements agreed between the EPA Team and the Training Provider are followed before the EPA begins. If there are any issues, a decision to cancel or stop the EPA may be taken.

There are a range of reasons the EPA may not go ahead as planned. Some of these could be related to:

- The site not being available
- The site not meeting the requirements or being unsuitable in other ways
- Physical resources such as vehicles and/or equipment not being appropriate or available
- Materials/consumables required for the EPA not available
- No or insufficient access to IT systems
- Health and safety issues pertaining to the site and/or the equipment
- The RTITB Assessor not being able to confirm the identity of the apprentice

Before a decision to cancel is made, the RTITB Assessor will contact the EPA team to discuss the specific issues and seek alternatives where possible.

If the EPA is stopped or cancelled, the EPA Team will contact the Training Provider (or, in the case of a group of Training Providers, the Lead Training Provider) to discuss the reason(s) for the cancellation and reschedule where appropriate. Depending on the cause of the cancelled test, RTITB may require payment of the EPA fee in full or in part.

3. Marking and Grading

To pass the EPA, the apprentice must achieve a pass in both the knowledge and behaviours test, and in the practical test. A distinction will be awarded if they meet the distinction criteria in both parts of the examination.

The knowledge and behaviours test has a pass mark of 70% and distinction mark of 90%.

The practical test requires the apprentice to demonstrate that they meet all of the stated pass criteria. If they meet all of the pass criteria, and also the stated distinction criteria, they will be awarded a distinction.

4. Results and Certification

RTITB won't tell the apprentice the outcome of their EPA on the day. This is because the marking process is checked to ensure that EPA's conducted across the country are to a consistent standard.

When all components of the EPA have been taken by the apprentice, the RTITB Assessor will submit these and any other relevant documents and reports to the RTITB EPAO Manager for internal review and quality assurance.

The final result will be agreed, and the grade will be recorded in the RTITB EPAO system (confirmation of the grade and entry onto the system should normally take 20 working days). Once the result is confirmed and entered onto the system, the **RTITB Summary of EPA Assessment Results** report will be sent to the apprentice's Employer.

RTITB will inform ESFA of the final grades for each apprentice following the ESFA's certification process. Currently this requires RTITB to upload results on the fourth working day of each month. The ESFA carries out validation checks on the certificate requests submitted by EPAOs to ensure the information from the EPAO and the Lead Training Provider meets their requirements.

Following successful validation, the ESFA will send the certificate to the apprentice's Employer by recorded delivery.

The ESFA have stated that following successful completion of validation checks, the certificate will be issued between 15 and 17 working days.

Arrangements for Resits and Retakes

If an apprentice fails an element of the EPA, RTITB will provide feedback to the Employer and the apprentice. This will include the reasons for a fail result and indication of areas of improvement and will help the Employer and Training Provider decide if the apprentice should attempt a Resit or needs additional training prior to a Retake. Resits and Retakes are booked by contacting the EPA Team.

- A Resit is taken by the apprentice without further training.
- A Retake is attempted after the apprentice has received further training.

If an apprentice has failed one element of the EPA but was successful in others, only the failed element can be re-attempted. Results for each of the other elements of the EPA will not be affected by the result of the resit/retake. An apprentice can only resit/retake elements which are graded as Fail. An apprentice cannot reset/retake all or part of the EPA for the sole purpose of achieving a higher grade.



FEES AND INVOICING

The current fees for RTITB EPA can be found on the RTITB website or by enquiry to the RTITB EPA Team. EPA fees differ between apprenticeship standards; this reflects the specific EPA requirements of each standard.

Where Employers have a number of apprentices requiring EPA at the same time, RTITB has implemented a sliding cost structure which reduces the fee per apprentice.

As with all EPAOs, RTITB EPA fees include a fixed fee for the External Quality Assurance (EQA) of EPA delivery. This fee is currently £70.

RTITB do not charge a booking fee for EPA. Within 7 working days of the EPA being carried out, the EPA Delivery Fee will be invoiced. Invoices will be sent to the Training Provider who has booked the EPA. RTITB payment terms are 30 days from invoice date.

Cancellation Fees

A booked EPA may need to be cancelled. If cancellation is required, the following guidance will be used in determining if a cancellation fee will be charged by RTITB.

If an EPA is cancelled by RTITB, the EPA will be rescheduled, and no additional booking fee will be charged. If rescheduling is not acceptable the booking fee will be refunded.

If an EPA is cancelled by the Training Provider before the date of the EPA, then the Training Provider must contact the EPA Team by email, stating the reason for the cancellation and confirmation of whether the EPA needs to be rescheduled. If this is on the day of the EPA, before the RTITB Assessor has arrived, the Training Provider must call the EPA Team and give the reason for cancellation and confirm if the EPA needs to be rescheduled. EPA fees will be charged in full if RTITB are given 5 working days or less notice of a cancellation.

On the day of the EPA, the RTITB Assessor may decide that the EPA cannot go ahead or needs to be stopped midway through. The RTITB Assessor will call the EPA Team and give the reason for cancellation and confirm if the EPA needs to be rescheduled.

Resit and Retake fees

Where the apprentice is graded a fail in **all** EPA components, the fees for resits and retakes are the same, as the EPA tests are the same irrespective of whether they are for a resit or a retake. Apprentices have already been confirmed as having passed the Gateway, so no confirmation process or additional fee relating to the Gateway applies. Where the apprentice is graded a fail in an **individual** component, please contact RTITB for resit/retake costs as this may differ depending on when the apprentice is re-assessed. For example, if conducted in conjunction with other initial assessments or as an individual assessment.



COMPLAINTS

RTITB operates a Quality Management System that meets with the requirements of ISO9001: 2015. We have a well-established complaints procedure that is applied to EPA Services as follows.

Complaints or concerns regarding EPA services provided by RTITB should be submitted in writing or by email to RTITB following the processes outlined below. The letter/email should outline the nature and details of the complaint/concern.

An acknowledgment of receipt will be sent within 48 working hours outlining who will be dealing with your complaint/concern and an initial response will be sent in no more than 5 working days.

RTITB aim to fully conclude all investigations in no more than 10 working days. RTITB will process all non-frivolous complaints/concerns as described by its procedure, ***OP5 Change Management and Improvement Procedure***, a copy of which can be obtained upon written request. The purpose of this procedure is to ensure that all problems and complaints are dealt with effectively and that appropriate corrective and preventative action is taken.

Complaints should be made in writing to:

Email: QA@rtitb.com using the subject line: In Commercial Confidence

Alternatively, appeals can be sent through the post to:

In Commercial Confidence, Standards Team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW



APPEALS

If you wish to appeal the outcome of an End-Point assessment (EPA), an appeal can be made in the following manner:

Step 1: The appeal must be submitted in writing within 15 working days of the EPA.

Appeals can be emailed to QA@rtitb.com, please include subject header: Appeal - In Commercial Confidence.

Alternatively, appeals can be sent through the post to:

In Commercial Confidence, QA Team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

The appeal should include the grounds/rationale for the appeal, copies of all relevant correspondence, and any supporting information. The Managing Director will, within 15 working days of receiving a non-frivolous appeal, chair a review of the appeal submission with at least two senior RTITB managers who have not been directly involved in the disputed EPA. The appeal review group will vote by majority whether to uphold or decline the appeal.

Step 2: If the appellant is dissatisfied by the result of the appeal review, they may escalate their appeal to the Chairman of RTITB. Correspondence should be sent via email to: mike.williams@rtitb.com, please include the subject header: Appeal - In Commercial Confidence.

Alternatively, correspondence can be sent through the post to:

Mike Williams, RTITB Chairman, Access House, Halesfield 17, Telford, TF7 4PW

Notification of the appellant's wish to escalate the appeal must be received by the Chairman within 15 working days of the initial appeal review, and the correspondence should include the grounds for continued dissatisfaction, copies of all relevant correspondence, and any supporting information.

Within 15 working days of receiving notification of the appellant's correspondence, the Chairman will take one of the following steps, depending on the nature and content of the appeal:

1. Uphold the decision of the initial appeal
2. Correspond directly with the appellant regarding the matter, in order to reach a resolution
3. Refer all correspondence to representatives of the RTITB board of directors for their review and decision - a majority vote is required
4. Call a hearing, which will be attended by the appellant and members of the RTITB board of directors. Any decisions taken at this stage will be final.

If, at any stage in the appeals process, it is found that your EPA was not conducted in line with the required criteria, we will arrange re-assessment by a different assessor free of charge - an EPA result cannot be changed.



CONTACT US

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