

END-POINT ASSESSOR TRAINING & COMPETENCY POLICY & PROCEDURE (v3.1123)

Introduction

We aim to always provide valid, reliable, manageable, comparable End-point Assessments for apprentices, which minimise bias. The success of this aim relies significantly on the competency of our End-point Assessors. Therefore, to help us achieve this aim we have created this Policy & Procedure.

All associated documents referred to in this Policy & Procedure are highlighted in bold, italic and underlined.

Purpose & Scope

This policy and procedure provide the framework for ensuring that RTITB End-point Assessors (employed or contracted) are trained and competent. This policy and procedure apply to all End-point assessors and must be applied consistently to all.

Responsibility/Accountability

The Responsible Officer is accountable for monitoring the implementation and impact of this policy and procedure. The EPA Manager/Lead Assessor is responsible for implementing and adhering to this procedure.

Principles

1. EPA standardisation meetings are held on a quarterly basis. All RTITB End-point Assessors must attend at least 2 meetings per calendar year. All meetings will be recorded and End-point Assessors who are unable to attend the meeting must watch the recording within 1 month and confirm that they have watched the recording to the EPA manager.
2. All new RTITB End-point Assessors must complete and pass the RTITB End-point Assessor training course and assessment.

3. All End-point Assessors must hold the 'essential' qualifications and skills as outlined in the **End-point Assessor job description** when they are offered an EPA Assessor position with RTITB. If, for any reason, they do not hold one or more of the 'essential' qualifications and skills, they must obtain the required qualification/skill(s) before commencing EPA delivery.
4. All new RTITB End-point Assessors must shadow delivery of at least one in-person EPA.
5. All new RTITB End-point assessors must be shadowed at least once, delivering an in-person EPA before beginning delivery.
6. All End-point Assessors must be shadowed delivering an in-person EPA at least once every 6 months.
7. All RTITB End-point Assessors must complete and evidence a minimum of 30 hours of relevant CPD per calendar year.
8. All RTITB End-point Assessors must complete and pass an annual assessment of their ability to assess in line with required standards.
9. All End-point Assessors must undergo and pass integrity checks, as outlined in the **Recruitment and Selection Policy & Procedure**.
10. All End-point Assessors will be included in a 'red-amber-green' risk system that will rate risk based on performance, experience, and competency. When rated 'red', the Assessor will not be authorised to conduct assessments. See the risk rating section below.
11. Please see the table below, which outlines the required training that all Assessors must complete before commencing EPA delivery, along with applicable renewal intervals.

Title	Renewable every...
Prevent Training	12 months
Safeguarding Training	12 months
Equality and Diversity Training	12 months
Conflict of Interest Training	12 months
Unconscious Bias Training	12 months
Emergency First Aid at Work	3 years
GDPR Awareness	12 months
Email Security	12 months
Manual Handling in Transport, Warehousing & Logistics	3 years
Managing & Supervising Material Handling Equipment Operations	3 years
Industry Specific Assessment Techniques (e.g. LGV Assessor for LGV/UD, Lift Truck Assessor for SCWO/EDO)	5 years
Driving (LGV/UD)/Material Handling Equipment (SCWO/EDO) Operator Assessment	12 months
EPA delivery competency assessment	12 months

Risk Rating

All RTITB End-point Assessors are to be included in the Assessor 'red-amber-green' risk system that rates Assessor risks based on performance, compliance, experience, and competency (knowledge, skills and attitude).

The risk register is an Excel spreadsheet stored on RTITB's servers in the EPA subfolder. The Excel spreadsheet has 2 'tabs'; one which shows the risk rating of each Assessor and one which is a decision log which records all changes made to Assessor risk ratings. See images below.

Tab 1 image

End-Point Assessor Name	Risk Rating (R-A-G)	Date Risk Rating Allocated	Date La

Tab 2 image

Date	Name of Assessor whose Rating has changed	Description of change (to amber)

The risk register is maintained by the EPA Manager and Lead Assessor but any member of the RTITB team can give information and feedback to the EPA Manager and Lead Assessor that affects the Assessor risk ratings.

Assessor risk ratings inform levels of observation and sampling. See the [**Internal Sampling & Observation Policy**](#) for further details.

Any identified issues will be dealt with via appropriate remedial actions, action plans, retraining and sanctions (as per [**EPA Sanction Policy**](#)) in accordance with the [**Disciplinary Procedure**](#) and [**Performance Management - Contracted Human Resource Procedure**](#) (where appropriate).

When rated 'red', the Assessor is not authorised to conduct End-point assessments for RTITB.

Green status means that available evidence suggests the End-point Assessor is experienced, competent, and able to conduct valid, reliable, manageable, comparable RTITB End-point Assessments for apprentices, which minimise bias without sampling and observations over and above the minimum levels in place for all RTITB End-point Assessors.

The following table describes some situations and instances where Assessors are very likely to move from green to amber, amber to red and so on. The situations listed are not definitive or limited. Other situations and instances may lead to changes in status and every situation/instance will be examined on its own merits. Where an Amber incident occurs for an Assessor already on Amber status, they will be moved to Red.

Amber	<ul style="list-style-type: none"> • More than 75% of the results of an assessor are distinctions • More than 50% of the results of an assessor or an employer are fails • Appeals or complaints have involved an assessor. • The assessor has not confirmed that they have watched the standardization meeting recording within 1 month • Newly qualified End-point Assessor (from sign-off to 3 months) • Monthly CPD not submitted/completed in accordance with requirements for 2 consecutive months or on 2 occasions in a 6-month period • EPA assessment documentation not submitted within the required timeframe on 3 or more occasions in a 12-week period • Not successfully undergone required 6-monthly observation (for any reason) • Conflict not declared within the required timescale • Poor feedback from a small number of Apprentices however no trend/theme at this point • Training renewal not completed on time but with justifiable reason
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Red	<ul style="list-style-type: none"> • The assessor has not attended 2 standardisation meetings in the calendar year. • Proven malpractice • Conflict not declared • Confidentiality breach (data or assessment related) • Copying assessment reports from one apprentice to another (cut and paste) • Display of bias or discrimination • Serious breach of Health and Safety • Changes to integrity (for example a criminal conviction) • Persistent reliability issues (for example, cancelling EPAs at short notice on 3 occasions or more in a 3 month period) • Poor feedback from Apprentices (trend/theme identified, not a one-off occurrence) • Training renewal not completed on time with no justifiable reason • Any incident which leads to an Adverse Effect occurring
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The Procedure

See the following page for a flow diagram outlining the procedure.

This policy & procedure must be reviewed by the Responsible Officer no later than the end of December 2024.

