



INNOVATE
AWARDING

Public Service

Standard Assessment Specification

Level 3 Public Service Operational Delivery Officer

New Assessment Plan



Disclaimer note

This specification has been developed to support training providers, employer providers and employers to understand the End-point Assessment requirements of the Level 3 Public Service Operational Delivery Officer standard.

This specification has been released as draft to support planning and preparation for assessment and is correct at time of publication. Innovate Awarding will release final published specifications as soon as all information has been confirmed by regulatory and external quality assurance organisations. Any changes will be clearly referenced in future editions. Innovate Awarding Policies and Procedures for End-point Assessment will be published in a separate online customer handbook published on bespoke IT system (EPA Pro).

Change Control Sheet

Innovate Awarding will continuously review all support material to ensure its accuracy. All amendments will be recorded on the below change control table. New and updated support material will be listed on the dashboard section of EPA Pro. Please ensure that you are using the most up-to-date version. Any enquiries about this process can be directed to Epa@innovateawarding.org

Version number	Date uploaded	Overall grade	Page affected
V2		Criterion S4, B1, B6 missed from the Professional Discussion assessment box	6 and 24



Contents

	Page
Introduction	5
Innovate Awarding	5
Apprenticeship overview	5
Who is the apprenticeship for?	5
Role of Innovate Awarding	5
Support Materials	6
On Programme Requirements	6
Gateway	6
Module Overview	7
End-point Assessment	8
What will the End-point Assessment look like?	8
What are the “Assessment Methods”?	8
Work-based project followed by a presentation of the work-based project with questions and answers	8
Professional Discussion underpinned by a Portfolio of Evidence	8

	Page
Apprenticeship Standard Amplification	10
Module A - Legislation, policies and procedures	10
Module B - Customers	11
Module C - Range of services	12
Module D - Customer service	13
Module E - Communicating effectively	14
Module F - Working together	15
Module G - Gathering and managing information	16
Module H - Negotiating and influencing	17
Module I - Problem-solving and decision-making	18
Module J - Tools and equipment	19
Module K - Professionalism, self-management and awareness	20
Module L - Changing and improving	21
Module M - Making effective decisions	21
Module N - Leading and communicating	21
Module O - Collaborating and partnering	22
Module P - Building capability for all	22
Module Q - Managing a quality service	22
Module R - Delivering at pace	23
Module S - Integrity	23
Module T - Honesty	23
Module U - Objectivity	24
Module V - Impartiality	24
End-point Assessment Coverage	25
Work-based project followed by a presentation of the work-based project with questions and answers	25
Professional Discussion underpinned by a Portfolio of Evidence	25
Assessment Overview	26
Grading	26
Re-Assessment	27
Internal Quality Assurance	27
External Quality Assurance	27
Further Information	27



Introduction

Innovate Awarding

Innovate Awarding is an End-point Assessment Organisation (EPAO) approved by the Education and Skills Funding Agency (ESFA) and a nationally regulated Awarding Organisation with a collaborative approach to doing business. We work with employers and training providers to deliver fit for purpose End-point Assessment and qualification services in a number of sectors.

For further information, please see our website:

www.innovateawarding.org/apprenticeship-standards/end-point-assessment.

Apprenticeship overview

The Public Service Operational Delivery Officer apprenticeship is designed to provide the knowledge, skills, behaviours and values required by those working in public facing environments within central and local government.

Standard Name	Public Service Operational Delivery Officer
Level	3
Sector	Public Service
Programme duration	12 to 18 months
Minimum time on programme	12 months
EPA Duration	Up to 6 months
EPA Methods	<ul style="list-style-type: none"> • Work-based project and presentation with Q&A • Professional discussion underpinned by portfolio of evidence
Outcomes	Fail, Pass, Distinction
External Quality Assuring Centre	Open Awards for IFA

Who is the apprenticeship for?

This apprenticeship is for those entering or working in the operational delivery profession with responsibility for supporting and protecting citizens. Apprentices will develop knowledge, skills, behaviours and values for dealing with different types of customers and delivering a range of public services.

Role of Innovate Awarding

Innovate Awarding is the End-point Assessment organisation which will complete all aspects of the End-point Assessment requirements for the apprenticeship. Innovate Awarding will provide information on the processes that enable employers and training providers to support the apprentice to achieve the End-point Assessment.

Support materials

Support materials provided include:

- Guides for assessment methods
- Assessment specifications
- Assessment manual
- Exemplar assessments
- Videos of assessments
- Recording checklists

On Programme Requirements

The on-programme learning and development will be agreed between the training provider and employer or internally if the training is delivered by an employer training provider.

For this standard, the following are mandated:

- completion of Level 2 Award in Operational Delivery (Principles)
- completion of Level 3 Certificate in Operational Delivery (Advanced)
- functional skills for maths and English at level 2

For this standard, the following are recommended:

- review and feedback on progress to ensure that the apprentice's performance is on track
- confirmation of the apprentice's showcase portfolio evidence, business project topic and presentation are appropriate and enough

Gateway

To qualify for End-point Assessment, the apprentice must pass through the Gateway. To do this, they need to be able to evidence:

- Functional skills for maths and English at level 2
- Level 2 Award in Operational Delivery
- Level 3 Certificate in Operational Delivery

The employer and training provider/employer training provider must confirm that all the requirements have been met and that the apprentice is ready to complete the End-point Assessment before they can pass through the gateway. This will be confirmed at the gateway sign-off and documented on 'EPA Pro'. This notifies Innovate Awarding that the apprentice is ready for End-point Assessment and the End-point Assessment planning will be organised.



Module Overview

The modules are the titles of the knowledge and skills listed in the standard.

Modules		Assessment Methods	
		Work based project and presentation	Professional discussion
A	Legislation, policies and procedures	✓	
B	Customers	✓	
C	Range of services		✓
D	Customer service	✓	✓
E	Communicating effectively	✓	✓
F	Working together		✓
G	Gathering and managing information	✓	✓
H	Negotiating and influencing		✓
I	Problem solving and decision-making	✓	✓
J	Tools and equipment	✓	
K	Professionalism, self-management and awareness		✓
L	Changing and improving	✓	✓
M	Making effective decisions	✓	
N	Leading and communicating		✓
O	Collaborating and partnering		✓
P	Building capability for all		✓
Q	Managing a quality service	✓	✓
R	Delivering at pace		✓
S	Integrity		✓
T	Honesty		✓
U	Objectivity	✓	
V	Impartiality		✓

End-point Assessment

The End-point Assessment requires the apprentice to demonstrate that they have achieved the requirements of the apprenticeship standard.

What will the End-point Assessment look like?

A planning meeting will take place once the gateway has been passed and the apprentice has been deemed ready for the End-point Assessment. The purpose is to:

- plan when the assessments will take place
- identify the requirements of each assessment method
- answer any questions or concerns the apprentice may have about the assessment process
- aid in the preparation requirements (e.g. arranging access, facilities and resources)

This meeting will be conducted remotely.

What are the “Assessment Methods”?

Achievement of this standard requires apprentices to be assessed using two assessment methods. These are described below.

Work-based project followed by a presentation of the work-based project with questions and answers

The project is compiled after the apprentice has gone through the Gateway process.

The work-based project should be designed to ensure that the apprentice’s work meets the needs of the business, is relevant to their role and allows the relevant knowledge, skills and behaviours to be demonstrated. An outline synopsis must be provided at Gateway for EPAO approval. The synopsis is not assessed and there is no word count.

It is envisaged that the project will typically be completed over 8 weeks and the report write up will typically take up to 4 weeks. All elements must be completed and submitted to the EPAO within 18 weeks of entering the EPA period.

The project should be submitted as a contextualised work-based project report of 2500 words (excluding annexes), making use of graphs and pictorial representations of findings. Apprentices have a 10% (+/-) margin.

A typical structure for the work-based project report should include:

- Introduction
- Background
- Aims and Objectives
- Research and Methodology
- Outcomes
- Discussion
- Business Implications
- Conclusions
- Recommendations

Project examples could be:

- Review and implement a change plan to improve efficiency within the workplace
- Review current practice such as use of the tax mobile app, in order to ensure costs savings
- Evaluate a working practice such as the four-day working week and make recommendations on how this can be used to increase well-being at work

The apprentice will be required to document their assumptions and to highlight the consequences of those assumptions, enabling them to demonstrate their understanding of commercial pressures and the application of their thinking and problem-solving skills. This should form part of their finds and recommendations.



The project must map, in an appendix, how it evidences the relevant KSBs.

The presentation and Q&A will take place at least 2 weeks after project submission allowing time for the apprentice to prepare their presentation and the EPA to review the project.

The presentation of the work-based project will last for 15 minutes (+10%) followed by 15 minutes (+10%) for questions and answers, totalling 30 minutes (+10%). It will be a summary of the work-based project. Apprentices can use presentation tools such as PowerPoint, video clips, flip charts etc.

The work-based project, presentation with Q&A is graded holistically as one assessment method. The apprentice can be accompanied by their line manager, but only as an observer.

The End-point Assessor will ask 6 questions drawn from the assessment question bank and any follow-up questions taking the presentation evidence into account.

Professional Discussion Underpinned by a Portfolio of Evidence

A portfolio of evidence should be submitted at gateway. The portfolio should typically have a minimum of 10 pieces of evidence and a maximum of 15 pieces of evidence. It can be either electronic or paper based and will be made up of a collection of evidence in a variety of formats including written, audio and video. Reflective accounts and self-evaluation CANNOT be included as evidence. Examples could be:

- Video/audio comments/extract
- Written statements
- Project plans
- Reports/minutes/action logs
- Observations that have taken place during delivery conducted by training provider/employer
- Discussion from networks/working groups
- Presentations
- Feedback (managers and peers)
- Reports or documents that have been written by the apprentice
- Performance reviews

The professional discussion must last for 60 minutes (+10%).

The End-point Assessor will combine questions from the question bank with questions generated as a result of the portfolio review. A minimum of 6 questions will be drawn from the question bank with a maximum of 6 questions generated by the End Point Assessor.

The professional discussion is a structured one-to-one discussion between the apprentice and the End-point Assessor. The discussion will be appropriately structured to draw out the best of the apprentice's competence and excellence. Apprentices should be confident to provide holistic responses to questions to demonstrate this competence and excellence.

The professional discussion can be undertaken face to face or remote.

Apprenticeship Standard Amplification

Module A Legislation, policies and procedures

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
K1	Understanding the principles, practices, regulations and law in your own area of operational delivery and how it is applied and the effect it has, from supporting the needs of the most vulnerable individuals to keeping the UK's borders secure	B1			
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
K1	Apprentices should know the purpose of the operational delivery profession and be able to summarise the functions of the department providing examples of Operational Delivery Officer roles and responsibilities (eg managing cases, issuing passports, processing driving licence applications, validating identifies, collecting debts, rehabilitating offenders). They should understand different policies, procedures and legal requirements (eg health and safety, equality and diversity, financial transactions, confidentiality and data protection) within the role context and know the impact (on customers, colleagues, teams, departments, organisations and/ or the wider environment) when legal and operational requirements are not applied.				



Module B Customers

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
K2	Understanding the diverse range of customers and communities and their needs, rights and expectations, from individuals to the biggest multi-national businesses.	S2, S4, B10			
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
K2	<p>Apprentices should understand customer types (internal, external, individuals, organisations, stakeholders, communities, regulators) and know how they may need to change their approach to meet the needs. This may include body language, technical language, jargon. The apprentice should be able to identify and describe the difference between customers' needs, rights and expectations and how they adapt their approach to support these:</p> <ul style="list-style-type: none"> • Needs: something the customer must have/requires • Rights: something the customer is entitled to • Expectations: something the customer thinks they should have or should experience 				

Module C Range of Services

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
K3	Having an appreciation of the range of public services available that are delivered across government, from ensuring money is available to fund public services to making payments to pensioners.	S1, B11			
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
K3	Apprentices should be able to summarise the range of services provided within their own organisation and the wider government (eg managing cases, issuing passports, processing driving licence applications, validating identities, collecting debts, rehabilitating offenders). They should be able to outline how information regarding public services is promoted to customers, the relationship between different public organisations and the importance of providing accurate information and guidance. They should understand how public services are funded (eg direct government funding, local government funding, European funding etc)				



Module D Customer Service

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
			S1	Delivering services to a wide range of customers including those most in need and vulnerable, recognising that some customers will need extra support to access and use services. You will be providing a professional service at the right time and in a non-judgmental way. This includes carrying out calculations based on information received and giving accurate advice and guidance to help citizens understand what they need to do.	K3, S2, S5, S8, B1, B6, B11
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
			S1	Apprentices will need to be able to explain how they deliver services and the types of additional support that may be required to meet customer needs (eg alternative languages, access to facilities, appointment times etc). They should understand how to respond to questions and queries using effective questioning techniques, remaining calm, demonstrating empathy and delivering clear information, advice and guidance. Apprentices should adhere to organisational requirements in respect of complaints and data protection.	

Module E Communicating effectively

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
			S2	Understanding the importance of effective communication in the workplace and communicating effectively in different situations and communicating the best way to meet the needs of different audiences. This includes questioning and listening when carrying out interviews or investigations and communicating in a clear and concise way using letters, e-mails or social media, over the phone or face-to-face.	K2, S1, S5, S8, B3, B4, B6, B8, B9, B11
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
			S2	Apprentices should be able to use appropriate communication methods to obtain and give information. This includes listening, questioning, assessing information, using suitable language dependent upon the person and the situation, researching databases, obtaining information from other government departments (eg law enforcement, courts, citizens advice). The apprentice should be able to demonstrate different communication methods (verbal, written, formal, informal, one-to-one, small group).	



Module F Working together

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
			S3	Working well with your team, colleagues and others and developing productive working relationships to achieve individual, team and business results.	B4
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
			S3	Apprentices will need to know how to develop productive working relationships by supporting equality, diversity and inclusion and creating trust. They should be able to identify any potential work-related issues and explore solutions to resolve these (eg high stress situations, disputes, discrimination). Apprentices should be able to describe how working together effectively increases productivity and ensures individual, team and business goals are met. They should be able to explain how goals are disseminated and how feedback and line management/team support help them to improve.	

Module G Gathering and managing information

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
			S4	Complying with data protection principles. Accurately reviewing, validating, processing and storing information from a range of sources and accurately using it to meet customers' needs in a way they find clear and easy to understand. You may be analysing information for discrepancies, potential fraud or non-compliance. This could also support interviews and investigations.	K2, S7, B1, B5, B10
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
			S4	Apprentices should be able to identify, review, validate, process and store relevant information in line with organisational policies and legal requirements (eg data protection, confidentiality) and use the information to meet customers' needs disseminating it in an appropriate manner and ensuring that the communication methods used are clear and easy to understand.	



Module H Negotiating and Influencing

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
			S5	Using tact and diplomacy to negotiate with individuals or businesses to ensure they comply with the rules and reaching solutions that suit all parties and are right for the business.	S1, S2, S8, B6, B11
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
			S5	Apprentices should understand how to prepare for a negotiation devising a plan (goals, purpose, approach, actions, desired outcome) to support the required outcome. The outcome will be different depending on the role and department but could include reaching an understanding, resolving points of difference, accommodating specific requirements.	

Module I Problem-solving and decision-making

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
			S6	Identifying problems quickly and use a range of techniques to solve them and stop them happening again. This includes preventing a customer having to contact us a number of times.	B2
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
			S6	Apprentices should use effective problem-solving techniques (eg identify issues, understand who is involved and their interest, list possible solutions, evaluate the options, select an option, communicate to relevant parties, agree on monitoring, contingencies and evaluation). Problems may relate to customers or the organisation (eg procedure failure, system failure, lack of resources).	



Module J Tools and equipment

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
			S7	Using IT systems to manage, share and store information. This includes using office equipment appropriately and reporting poor performance of services you use to do your job.	S4, B10
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
			S7	The apprentice should be able to use ICT systems to manage, share and store information (eg specific systems for job role as well as common systems such as windows and Google). They should know how to support continuity of service should ICT systems fail and know how to report and record issues in line with organisational requirements.	

Module K Professionalism, self-management and awareness

Assessment criteria					
Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to:	Maps to standard
			S8	Taking responsibility for your own actions. This includes being self-motivated and planning work to make sure that tasks are completed, and deadlines met.	S1, S2, S5, B6, B7, B11
Delivery content					
Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
			S8	Apprentices should be able to demonstrate self-awareness (seeking feedback from others on performance, identifying own strengths and areas of development, and making improvements based upon feedback and review) and self-management (manage workload and pressure by preparation, planning, time management) within their role. Apprentices should understand the process of seeking support from line manager and colleagues to support deadlines.	



Module L Changing and improving

Values, attributes and behaviours:

B1	Being open to change. This includes being creative in supporting continuous improvement or changes to systems or processes that affect the way you do your job.
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Delivery Content

B1	Apprentices should support individual, team and organisational continuous improvement being flexible and adaptable. This may include proactively offering ideas, taking part in forums and/or discussions, carrying out extra work and giving feedback.
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Module M Making effective decisions

Values, attributes and behaviours:

B2	Having sound judgement. This includes making decisions about the relevance, quality and accuracy of the information available to you and using and sharing it appropriately.
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Delivery Content

B2	Apprentices should take a logical approach using clear and concise reasoning when determining the relevancy, quality and accuracy of information. They should consider the impact (positive, neutral, negative) of decisions on individuals and communities and use and share information appropriately following organisational policy and procedure whilst being accountable for own action.
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Module N Leading and communicating

Values, attributes and behaviours:

B3	This includes being even-handed, supportive, and not letting personal opinions override business needs, communicating professionally, openly and honestly.
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Delivery Content

B3	Apprentices should be approachable, respectful, always committed to the organisation and its obligations and act professionally and ethically. Techniques such as setting an example, avoiding placing blame, taking responsibility for own actions, taking time to get to know colleagues, communicating openly and being consistent and reliable. Apprentices should be aware of the impact of perception and use techniques to avoid.
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Module O Collaborating and partnering

Values, attributes and behaviours:

B4	Working collaboratively and building professional relationships with colleagues. This includes working as part of a team and developing contacts so you can support each other.
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Delivery Content

B4	Apprentices should be able to demonstrate effective working relationships and use techniques to build and maintain these relationships such as trust, flexibility, honesty, taking time to get to know colleagues, communicating openly and being consistent and reliable.
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Module P Building capability for all

Values, attributes and behaviours:

B5	Learning and building your own knowledge and skills and developing the mindset and ways of working to continually improve.
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Delivery Content

B5	Apprentices should demonstrate commitment to learning and continuous improvement. They should keep up to date with changes to policy, procedures and requirements, share any knowledge with colleagues, seek feedback and identify ways to improve. This includes the maintenance of PDPs and ongoing CPD activity.
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Module Q Managing a quality service

Values, attributes and behaviours:

B6	Delivering a quality service. This includes 'going the extra mile', and showing an awareness of different customer needs (for example, those with disabilities)
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Delivery Content

B6	Apprentices should be able to adapt their service and skills to meet different customer needs, maintaining concentration and attention to detail. They should be able to identify small improvements to make a big difference to customer service and customer perception.
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Module R Delivering at pace

Values, attributes and behaviours:

B7 Delivering at pace includes working to agreed goals and activities and responding to challenges constructively, for example managing time well and thinking positively.

Delivery Content

B7 Apprentices should be able to demonstrate the ability to deliver to agreed timescales, prioritising workloads and proactively seeking ways to optimise performance whilst maintaining enthusiasm for the role.

Module S Integrity

Values, attributes and behaviours:

B8 Putting the obligations of public service above your own personal interests.

Delivery Content

B8 Apprentices should demonstrate sound moral and ethical principles.

Module T Honesty

Values, attributes and behaviours:

B9 Being truthful and open.

Delivery Content

B9 Apprentices should be able to demonstrate openness and truthfulness within their role using communication skills effectively to convey information.

Module U Objectivity

Values, attributes and behaviours:

B10 Basing your advice and decisions on rigorous analysis of evidence

Delivery Content

B10 Apprentices should use strategies within their work role to support objective decision making. These strategies could include acknowledging and compensating for (bias, feelings, prejudice and imaginings), separating fact from fiction, considering an outsider view point, reverse thinking and identifying consequences, looking for the best solution for all parties, balancing the needs of the customer with the limitations of the service you can provide.

Module V Impartiality

Values, attributes and behaviours:

B11 Acting according to the merits of each case and serving the government of the day impartially.

Delivery Content

B11 Apprentices should use strategies within their work role to support impartiality making decisions based upon objective criteria and unbiased opinion. These strategies could include being fair, being consistent, treating everyone in line with their rights.



End-point Assessment Coverage

Each End-point Assessment will cover specific elements of the modules within the standard. This coverage is as follows.

Work-based project followed by a presentation and Q&A

Module	Coverage	
A	Legislation, policies and procedures	K1
B	Customers	K2
D	Customer service	S1
E	Communicating effectively	S2
G	Gathering and managing information	S4
I	Problem-solving and decision-making	S6
J	Tools and equipment	S7
L	Changing and improving	B1
M	Making effective decisions	B2
Q	Managing a quality service	B6
U	Objectivity	B10

The professional discussion underpinned by a portfolio of evidence will cover the following modules and criteria of the standard:

Module	Coverage	
C	Range of services	K3
D	Customer service	S1
E	Communicating effectively	S2
F	Working together	S3
G	Gathering and Managing Information	S4
H	Negotiating and influencing	S5
I	Problem-solving and decision-making	S6
K	Professionalism, self-management and awareness	S8
L	Changing and improving	B1
N	Leading and communicating	B3
O	Collaborating and partnering	B4
P	Building capability for all	B5
Q	Managing a Quality Service	B6
R	Delivering at pace	B7
S	Integrity	B8
T	Honesty	B9
V	Impartiality	B11

Assessment Overview

Assessments can be carried out in any order.

The End-Point Assessor will review the evidence for each apprentice and grade the apprentice on the following scale: Fail/Pass/Distinction. The End-point Assessment organisation will make the final decision as to whether the standard has been met. Both assessment methods are weighted equally in their contribution to the overall grade.

Assessment method	Assessed by	Area Assessed	Weighting	Marks and Grading
Work based project followed by presentation and Q&A	End-Point Assessor	Legislation, policies and procedures; customers; customer service; communicating effectively; gathering and managing information; problem solving and decision making; tools and equipment, changing and improving; making effective decisions; managing a quality service; objectivity	50%	To achieve a pass the apprentice must achieve all pass criteria. To achieve a distinction the apprentice must achieve all pass and all distinction criteria.
Professional discussion underpinned by a portfolio of evidence	End-Point Assessor	Range of services; customer service; communicating effectively; working together; negotiating and managing information; problem solving and decision making; professionalism, self-management and awareness; leading and communicating; collaborating and partnering; building capability for all; delivering at pace; integrity; honesty; impartiality	50%	To achieve a pass the apprentice must achieve all pass criteria. To achieve a distinction the apprentice must achieve all pass and all distinction criteria.

Grading

Each component will be assessed separately, and the results combined in the following way to determine the grade of the EPA as a whole. A final grade result is provided following overall review of apprentice performance across the two assessment methods. A final grade result cannot be provided until both assessments have been completed.

Work based project followed by presentation and Q&A	Professional discussion underpinned by a portfolio of evidence	Overall grading
Fail	Fail	Fail
Fail	Pass	Fail
Fail	Distinction	Fail
Pass	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Fail	Fail
Distinction	Pass	Pass
Distinction	Distinction	Distinction



Re-Assessment

If the apprentice fails an assessment, this will need to be completed again. For a list of the re-sit/re-take costs, please see www.innovateawarding.org. It is the responsibility of the employer and the employer/training provider to ensure that apprentices are ready to pass the End-point Assessments and it is expected that apprentices will pass the assessments first time.

If an apprentice fails the project element of the End-point Assessment they will be asked to rework the work based project taking into account the feedback from the end-point assessor. Four weeks will be provided for the reworked project to be resubmitted who then has a further 2 weeks to review it. The apprentice will only be able to achieve a pass for a resit/retake

If the presentation element of assessment method one is failed, the apprentice is permitted to use the same project for the re-sit or re-take; however different questions must be asked.

If the professional discussion is failed, the apprentice is permitted to use the same portfolio of evidence for the re-sit/re-take however different questions must be asked.

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 methods only. Apprentices who do not meet the timescales for either improving or resitting their work must retake the entire EPA.

Any assessment method re-sit or re-take must be taken during the EPA period, otherwise the entire EPA must be taken again, unless exceptional circumstances apply.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances.

Internal Quality Assurance

Internal quality assurance is conducted by Innovate Awarding. All assessments completed by an apprentice are subject to Innovate Awarding's Internal Quality Assurance Policies.

External Quality Assurance

The external quality assurance organisation for the Public Service Operational Delivery Officer standard is Open Awards on behalf of the IfATE. The external quality assurance organisation may require access to an apprentice's assessments, and they may need access to speak to the apprentice directly. Innovate Awarding has a responsibility to accommodate any reasonable request made by the external quality assurance organisation.

Further Information

www.innovateawarding.org/apprenticeshipstandards



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Level 3 Public Service Operational Delivery Officer
New Assessment Plan

Version 2