



International Pet Education and Training

Level 2 Animal Care and Welfare Assistant Apprenticeship Standard

Training Provider and Employer Specification

ST0397

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1. Introduction

This specification serves as a resource for employers and training providers overseeing apprentices enrolled in the ST0397 Level 2 Animal Care and Welfare Assistant Apprenticeship Standard, specifically focusing on Assessment Plan Version 1.1. It outlines the procedures for engaging with iPET Network as both an End-Point Assessment Organisation (EPAO) and Independent End-Point Assessor (IEPA) for your apprentices.

The journey of your apprentice through the End-Point Assessment (EPA) process will be coordinated through the EPA platform ACE360. For additional information about iPET Network, please refer to our website: <https://www.ipetnetwork.co.uk>

This guide corresponds to Assessment Plan version ST0397/AP02. Before registering your apprentice for EPA, kindly verify that this is the correct version of the Assessment Plan applicable to your apprentice. Comprehensive details about this Assessment Plan can be located on the IfATE website.

EPA will comprehensively evaluate the apprentice's proficiency in line with the knowledge, skills, and behaviours mandated by the Apprenticeship Standard. Grading decisions will adhere to the assessment criteria delineated in the Assessment Plan.

The EPA window for this assessment plan spans 3 months following the completion of the gateway phase.

1.1 Support for Training Providers and Employers

This manual is designed to assist training providers and employers throughout the End-Point Assessment (EPA) process. Furthermore, for any inquiries, feel free to reach out to the EPA Team via email at epao@ipetnetwork.co.uk, and we will gladly provide the necessary support.

2. End Point Assessment Fees

Apprenticeship Standard	Animal Care and Welfare Assistant
Level	2
iPET Network EPA Fee	£845
Duration	12 months
Resit/Retake Fees	Practical Assessment: £700

Professional Discussion: £145

Where the EPA components are not completed within the 6-month window of the gateway being approved, the EPA process must be started again and this will incur additional EPA fees.

All fees must be paid before the assessment. Providers and employers are advised to carefully review the payment terms and conditions outlined in the invoicing documentation. The EPA invoice will be generated at the point of Gateway submission.

3. Apprenticeship Standard Occupational Summary

Animal Care and Welfare Assistants look after the routine day-to-day husbandry and care of domestic and/or wild animals under guidance in a variety of different settings. The work is carried out individually or as part of a team in places such as kennels and catteries, laboratories, animal welfare centres, farm parks, rehabilitation centres, retail outlets and in the transportation of animals. Animal Care and Welfare Assistants must have a strong work ethic and be prepared to work irregular hours in all weather conditions. They must maintain safe working practices and taking responsibility for themselves, animals and others.

Typical job roles include: kennel/cattery assistant; animal technician, animal welfare assistant; animal day care assistant; animal collection officer; wildlife rehabilitation assistant; pet retail assistant, animal handler, veterinary care assistant, farm park assistant.

3.1 Knowledge Skills and Behaviours

Throughout the apprenticeship programme, the apprentice will focus on acquiring the necessary knowledge, skills, and behaviours outlined in the Apprenticeship End Point Assessment Plan. This preparation aims to ready the apprentice for the EPA. The occupational competence required for successful completion of the apprenticeship involves ensuring progression to a level where the apprentice demonstrates proficiency in each KSB, with each having a designated method of assessment.

The apprentice will have the option to select one of 7 pathways, the pathway selected will be relevant to their role, one of the following pathways will be selected on consultation with the appointment training provider to ensure the KSBs can be demonstrated, the optional pathways are –

- Animal Interaction and Handling
- Rehoming
- Movement and Transportation
- Operational and Reception Duties
- Breeding

- Working Dog
- Wildlife Rehabilitation
- Veterinary Care Support

The apprentice will demonstrate proficiency in the following KSBs prior to the gateway:

Assessment method	Key
Practical Assessment	PA
Professional Discussion	P

	Core Knowledge statement	Assessment method
1	UK and EU Animal related legislation	P
2	Current legislation, policies, procedures, guidelines, Codes of Practice and ethics relevant to the workplace and the health and welfare of animals	PA
3	The species/breeds specific to your role and common characteristics	P
4	Signs that indicate potential problems with animals' health and welfare and the actions that should be taken	P
5	The types of basic medication, routes of administering medication safe handling and disposal of medication	P
6	Animal first aid, urgent, ongoing and preventive care	P
7	Accommodation and environment requirements that are suitable and safe for animals	PA
8	The use of different cleaning materials and equipment	PA
9	Feeding, watering and basic nutrition and characteristics of foodstuffs	PA
10	How to safely approach/handle/restrain/move animals	P
11	The behaviours of the animal, applicable to the species and how it impacts its care and welfare such as stress/distress/pain/fear/frustration	P
12	How the animal you are working with learns and the basic principles of re-enforcement techniques	P
13	How an animal's natural behaviour impacts its diet and feeding patterns	PA
14	The different methods required to meet the animals' need for enrichment/exercise opportunities, appropriate to species and individual animal	PA, P
15	Different skin and coat care requirements of animals in their care	P
16	Basic anatomy and physiology	P

17	Basic reproduction and obstetrics and reproductive behaviour, including neutering	P
18	Data Protection and records in line with legislation, codes of practice and workplace requirements	PA
19	The importance of the human and animal bond	P
20	The changing needs of animals' dependent on their life stage	P
21	Basic awareness of capture techniques	P
22	Hygiene, bio security procedures and infection controls when working with animals including quarantine, zoonosis, anthroponosis, isolation protocols	PA

	Core Skills statements	Assessment method
1	Comply with UK and EU Animal related legislation	PA
2	Work effectively in a safe and healthy working environment following current / relevant health and safety legislation and work place policies	PA
3	Identify and report potential hazards and breaches of security within animal accommodation/enclosures	PA
4	Clean and maintain animal accommodation/enclosures/environment and equipment and provide appropriate resources including species specific enrichment (e.g. hiding, perches and areas to dig)	PA
5	Maintain hygiene, bio security procedures and infection controls when working with animals including quarantine and isolation	PA
6	Dispose of waste in a safe and appropriate manner in line with legislative and workplace requirements	PA, P
7	Store, use and administer medication in line with legislative and veterinary instructions as appropriate	P
8	Monitor, record and report the health and welfare of animals in line with animal welfare legislation and workplace policies	PA
9	Observe and be aware of the behaviour of animals and take appropriate actions	P
10	Approach / handle / restrain / move / recapture animals as part of routine husbandry appropriate for the species and individual	P
11	Exercise/socialise animals and provide appropriate enrichment relevant to their specific needs	P
12	Provide appropriate care, for example coat, skin, scales, plumage and feet to ensure good health and appearance	P
13	Provide food and water to animals and monitor the intake	PA
14	Store and care for foodstuffs	PA

15	Identify and describe animals using appropriate methods to the species involved (e.g. scanning for microchips)	P
16	Maintain, update and reference correct records in accordance with current legislation	PA
17	Deliver customer experience (internal and external), where applicable, in line with workplace policies and procedures	P
18	Respond to animal first aid, urgent, ongoing and preventive care requirements as appropriate	P

	Behaviour statements	Assessment method
1	Safe Working. Maintain safe working practices, which must be adhered to at all times with constant situational awareness and adaptability to ensure safety of the animal(s), themselves and others. Have the ability to work efficiently to meet time deadlines and workplace requirements.	PA
2	Work Ethic. Have a strong work ethic, a willingness to learn. Be respectful, punctual, reliable, trustworthy and diligent and prepared to work irregular hours, in all weathers. Take a pride in their work, showing commitment and loyalty, whilst conducting themselves in a professional manner.	P
3	Responsibility. Have responsibility for themselves, others and the animal(s) in their care, showing respect, empathy, patience and tolerance in all situations. Work with methods that reduce any risk of physical injury and emotional stress to animal(s), themselves or others. Manage your own emotional wellbeing and resilience. Accurately report any concerns, incidents and abnormalities.	P
4	Team Work. Have the ability to work both individually and as part of a diverse team as required, understanding their role and changing priorities when the situation dictates. Show respect to their fellow workers.	P
5	Communication. Respect the need for confidentiality and adhere to data protection policies. Communicate effectively with colleagues, visitors and customers/clients. Demonstrate good interpersonal and active listening skills. Know when to ask for advice or guidance.	P

6	<p>Professionalism. Professional and ethical responsibilities and the values of your work place. The limits of your own authority, expertise, training, competence and experience. Industry knowledge, respect and empathy for animals. Awareness of new ideas and openness to develop skills and new ways of working. Use social media responsibly. The legal duty of care under animal health and welfare legislation and codes of practice and other relevant legislation affecting the keeping of animals</p>	P
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Optional Pathways

	Animal Interaction and Handling Knowledge statement	Assessment method
1	The preparation of animals for interaction/handling, depending on the animal, the environment and the interaction/handling activities to be undertaken	P
2	Signs which indicate mental and physical condition of the animal in response to handling/interactions	P
3	The importance of accurately assessing animal behaviour and welfare before, during and after interactions/handling activities	P
4	The importance of positive reinforcement to the animal and how to provide it	P
5	The monitoring, reporting and recording processes relating to animal responses and animal welfare during interaction and handling	P

	Animal Interaction and Handling Skills statement	Assessment method
1	Follow a prepared interaction/handling plan to prepare the animal and resources required	P
2	Undertake interaction/handling activities and use methods in accordance with the interaction/handling plan	P
3	Handle the animal throughout the interaction/handling to promote the animal's health, normal behaviour and physical and emotional welfare	P
4	Monitor, report and record the response and welfare of the animal throughout interaction/handling activities	P
5	Apply techniques which take into account the animal's welfare and emotional wellbeing, such as positive reinforcement to interact/handle the animal	P

	Rehoming Knowledge statement	Assessment method
1	The needs of an animal and factors to be assessed in relation to an animal's readiness for rehoming	P
2	The facilities, care and attention required by different animals and how to explain these to customers/clients in relation to their circumstances and experience	P
3	The support appropriate and available to customers/clients during the rehoming/intake process and the sources of information and specialist advice following rehoming/intake of an animal	P

	Rehoming Skills statement	Assessment method
1	Contribute to the assessment of an animal's readiness for rehoming	P
2	Provide advice to customers/clients on the suitability of animals according to their circumstances and experience in line with the workplace policies and procedures	P
3	Support customers/clients during the rehoming/intake process and provide direction to further sources of information and guidance following rehoming of an animal	P
4	Contribute to the assessment of the animal during the intake process	P
5	Contribute to the matching process	P

	Movement and Transportation Knowledge statement	Assessment method
1	The legal requirements relating to the movement and transportation of animals	P
2	The different animals' requirements, for example life stage, internal and external environmental factors, climate control and noise	P
3	The preparation required for the movement and/or transportation of animals	P
4	The appropriate equipment and methods to move and transport animals for example barriers, caging and restraint	P
5	The monitoring of physical and emotional health and welfare of animals during and after movement and transportation	P

	Movement and Transportation Skills statement	Assessment method
1	Prepare means of transport appropriate for animals, ensuring serviceability and cleanliness	P
2	Prepare animals for movement and/or transportation taking into consideration their welfare	P
3	Use of appropriate equipment and methods to move and transport animals ensuring their safety and security	P
4	Monitor the physical and emotional health and welfare of animals during and after movement and transportation	P
5	Identify route and contingency plans	P

	Operations/Reception Knowledge statement	Assessment method
1	The animal product and sundry items safe storage, display and stock rotation process	P
2	The extent of information, advice, support and guidance on a range of topics such as animal welfare given to customers within own responsibility	P
3	Different methods of payment	P
4	Customer enquiries, including complaints and appropriate action to take in line with organisational policies	P
5	The range of customers/clients/animals and how to respond appropriately to varied situations applicable to their job role	P
6	The organisation's policies and procedures for making customer and animal registrations and bookings	P

	Operations/Reception Skills statement	Assessment method
1	Present a safe, friendly and welcoming reception for internal and external customers/clients/animals as appropriate	P
2	Provide information, advice, support and guidance on a range of topics such as animal care and welfare to customers/clients and seek advice when necessary	P
3	Use appropriate methods of technology for internal and external communication such as telephone, walkie talkies, email and scanning documents	P

4	Prepare, receive and store deliveries of goods including animal related products such as food stuffs and sundry items	P
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	Breeding Knowledge statement	Assessment method
1	The stages of gestation	P
2	Behavioural changes	P
3	The changes to the dietary/nutritional and exercise requirements throughout the reproductive cycle	P
4	The various stages of parturition and issues that can occur	P
5	Social and environmental factors which will impact on development	P
6	Socialisation periods associated to species	P
7	Signs and symptoms of common disorders associated with inbreeding/ conformation/exaggerated features and how to prevent them	P

	Breeding Skills statement	Assessment method
1	Prepare animals and environment for mating	P
2	Monitor animals during parturition, recognising signs of difficulty	P
3	Carry out general care of animals through gestation	P
4	Prepare and manage pregnant animals pre-and post-parturition	P
5	Provide appropriate care and monitoring of neonates	P
6	Carry out procedures for caring for the young (once weaned) and introducing them to new environments	P
7	Socialise young animals appropriately	P

	Working Dog Handler Knowledge statement	Assessment method
1	How the dogs' characteristics (physical and sensory) are used by the dog to deliver the operational effect	P
2	Issues involving the dogs' stress and emotional responses, i.e. how to gauge and read the theoretical and practical applications of the characteristics and how this can affect the dog's performance in its specific role	P
3	How to maintain trained behaviour to minimum operational standards	P

4	Individual dog body language and behaviour traits	P
5	Moving and transporting working dogs	P

	Working Dog Handler Skills statement	Assessment method
1	Fit and maintain appropriate equipment, ensuring the dog can operate safely	P
2	Conduct refresher/maintenance training with the support of a helper and dog trainer at an appropriate frequency to maintain the minimum standard of operational performance.	P
3	Interpret the dog's behaviour and indications and react accordingly to the operational situation	P
4	Ensure that the dog team (handler and dog) maintains the minimum standard of operational performance as determined by national standards or the employers' policies and procedures	P
5	Operate the dog team within the legal and ethical framework associated with their employment	P
6	Transport working dogs	P

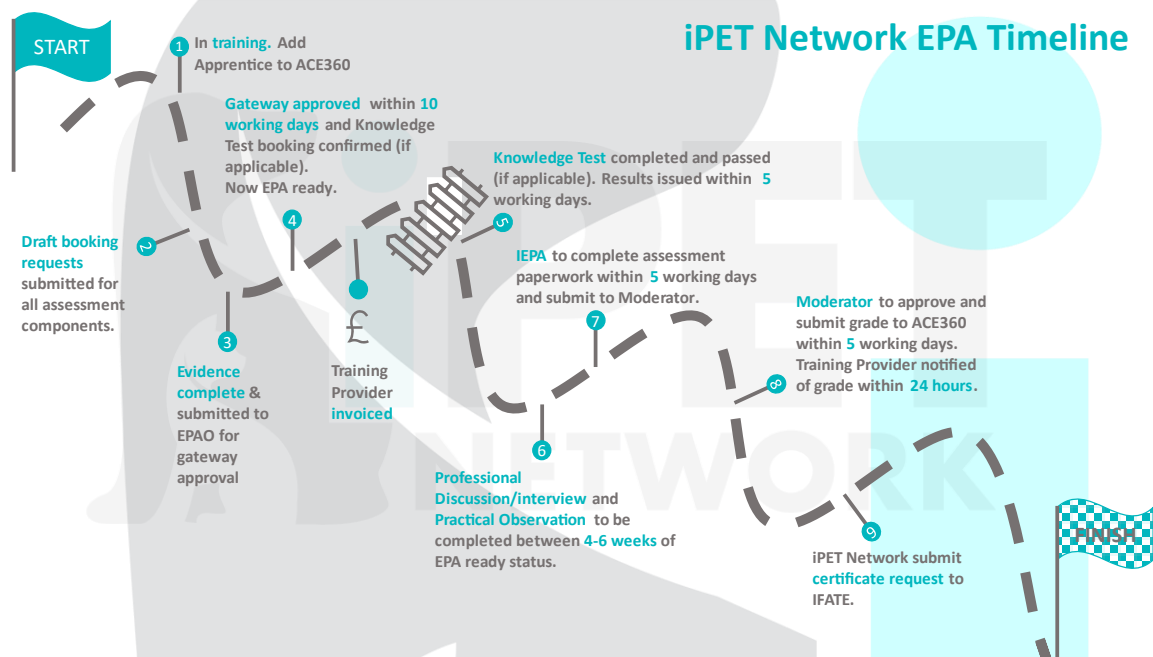
	Wildlife Rehabilitation Knowledge statement	Assessment method
1	The differences between treating and interacting with domestic and wildlife species	P
2	Rehabilitation policies and procedures including the need to record the specific location, date and time of collection of wildlife	P
3	The principles of releasing rehabilitated animals	P
4	Post release monitoring	P
5	The basic legal and ethical implications pertaining to wildlife rehabilitation and transport	P
6	Knowledge of legislation and licences specific to wildlife rehabilitation	P
7	Abnormal behaviours in relation to stereotypic and imprinting the principles and procedures in relation to orphan wildlife species hand rearing legislation and methods for identification of wildlife pre-release and for post-release monitoring	P

	Wildlife Rehabilitation Skills statement	Assessment method
1	Respond to collection requests	P
2	Identify wild animals that are suitable for rehabilitation and release	P
3	Plan and undertake rehabilitation for release into the wild	P
4	Capture and handle healthy and casualty wild animals	P
5	Move and transport wild animals appropriately	P
6	Release and monitor wild animals as appropriate	P
7	Carry out the hand rearing of wildlife species	P
8	Identify a range of different species (wildlife) or breeds (domestic) in order to understand the behavioural and ecological needs of the animal as well as be aware of the potential risks it may pose	P

	Veterinary Care Knowledge statement	Assessment method
1	Common medical, behavioural and surgical care requirements	P
2	The principles of care and related procedures and how to deal with these	P
3	Clinical parameters of common species seen in a veterinary environment	P
4	Legislation and limitations in relation to role and responsibilities in a clinical environment	P
5	Legislation in relation to the dispensing and administering of medication	P
6	End of life care processes, procedures and support	P
7	How to deal with emotional customers/clients	P

	Veterinary Care Skills statement	Assessment method
1	Dealing with potential and actual emergency situations	P
2	Carry out pre and post-operative care	P
3	Carry out patient monitoring for example anaesthetic monitoring	P
4	Deliver in-patient care	P
5	Diagnostic care/tests/X-rays – positioning and exposing	P
6	The dispensing and administration of medication	P
7	End of life care for pets and providing support for the owner	P

4. End Point Assessment Process



5. Gateway

The gateway milestone is reached when the employer, training provider, and apprentice collectively confirm that the apprentice has showcased the requisite knowledge, skills, and behaviours (KSBs) expected of a proficient Animal Care Assistant, as outlined in the Occupational Standard.

The commencement of the End-Point Assessment (EPA) process should only occur once the apprentice's employer is content that the EPA requirements have been fulfilled and can be substantiated to an End-point Assessment Organisation (EPAO). Additionally, the employer should ensure that the apprentice consistently operates at, or above, the proficiency level specified in the Apprenticeship Standard ST0397. Employers may consider seeking guidance from or consulting with the training provider for additional insights.

5.1 Gateway Requirements

To pass through Gateway in preparation for the EPA the apprentice must produce evidence that they have:

- completed a minimum of 12 months of on programme-training
- undertaken a minimum of 6 hours per week off-the-job training. Part-time apprentices' OTJ training hours may vary but should make up at least 20% of their working hours. OTJ training should take place during your regular working hours. (Dependent on apprenticeship start date. Refer to the apprenticeship funding rules for further details.)
- collated a portfolio of evidence.
- achieved Level 1 English and mathematics.

5.2 Portfolio Submission

As part of the Gateway process, the apprentice will need to present a portfolio of evidence. It is important to note that this does not entail submitting the entire on-programme portfolio. Instead, the submission is limited to providing evidence for the knowledge, skills, and behaviours (KSBs) discussed during the professional discussion, substantiated by a showcase of between 20 and 30 pieces of evidence.

Requirements for the portfolio are set out below:

Portfolio of Evidence Requirements:

- apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship
- it must contain evidence related to the KSBs that will be assessed by the professional discussion
- the portfolio of evidence will typically contain between 20 -30 discrete pieces of evidence
- evidence must be mapped against the KSBs assessed in the professional discussion
- evidence may be used to demonstrate more than one KSB
- evidence sources may include:
 - Written work and/or small projects
 - Workplace observations
 - Videos and photographs
 - Employer and /or client comments
 - Progress reviews

This is not a definitive list; other evidence sources are possible.

- any employer contributions should focus on direct observation of performance 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 and apprentice confirming this

- the portfolio of evidence must be submitted to the EPAO at the gateway

The assessment does not involve a direct evaluation of the portfolio; instead, it serves as a foundation for the professional discussion and will not receive a mark from the EPAO. The IEPA will examine the showcase portfolio before the professional discussion but will not offer portfolio feedback following the review.

To facilitate answering questions during the professional discussion your apprentice can have access to the portfolio for reference. Consequently, it is crucial to meticulously organise the portfolio to provide clear support for their assessment.

5.3 Uploading Gateway Evidence

The training provider is responsible for enrolling the apprentice for the End-Point Assessment (EPA) via ACE360 with iPET Network. Complete details of the apprentice are essential for registration, encompassing the apprentice's full name, email address and contact telephone number, Unique Learner Number, employer particulars, as well as the start and end dates of the apprenticeship.

The training provider will upload all of the required gateway evidence, including a gateway declaration form, to ACE360.

5.4 Independent End Point Assessor Allocation

Upon approval of the gateway submission, we will designate one of our Independent End-Point Assessors (IEPAs) to conduct the End-Point Assessment (EPA) for your apprentice. Subsequently, we will validate the EPA booking details through the ACE360 platform.

6. End Point Assessment Components

The End Point Assessment components for the Level 2 Animal Care and Welfare Assistant apprenticeship standard consist of the following:

- Practical Assessment
- Professional Discussion

The assessment methods can be taken in any order.

6.1 Practical Assessment

The duration of the Practical Assessment will be total assessment time of 2 hours, +/- 10%, inclusive of the 30 minutes for questions following the practical assessment. The 30 minutes question time is the total question time and not per task. The independent assessor must observe on a 1:1 basis to ensure quality and rigour.

The Practical Assessment will provide the opportunity for the apprentice to demonstrate core Knowledge, Skills and Behaviours as detailed in 3.1, in a realistic work situation. This will offer the opportunity to bring together and apply their learning. Apprentices will be assessed to confirm that they can apply their Knowledge, Skills and Behaviours to safely perform operational activities.

Apprentices will complete a practical assessment in their workplace consisting of two tasks. Apprentices will be expected to demonstrate the Knowledge, Skills and Behaviours they have learnt through completion of the apprenticeship process through:

Cleaning, preparing and maintaining animal accommodation/enclosures/environment and equipment

Selecting food and water – specific to species, in the context of the work environment – preparing it and providing it in preparation for the animal(s) for example food may need to be chopped, blended, sterilised etc before being presented to the animals in either bowls, scattered on the floor, in dishes, hoppers etc.

In most circumstances, an animal(s) will not be present during the Practical Assessment however in situations where the animal(s) is present, the interaction with the animal will not form part of the assessment. For certain options such as Animal Interaction and Handling, Working Dog Handling and Wildlife Rehabilitation it is likely that an animal will be present.

Animal Interactions	Animal could be present
Rehoming	No animal present
Movement and Transport	No animal present
Operations/Reception	No animal present
Breeding	No animals present
Working Dog Handler	Animal could be present
Wildlife Rehabilitation	Animal could be present
Veterinary Care	No animal present

Apprentices must be provided with both written and verbal instructions from the EPAO on the tasks they must complete, including timescales. The Apprentice will have 5 minutes at the start of the Practical Assessment to read the written instructions and hear the verbal instructions prior to starting. The Apprentice must not have access to the written instructions once the Practical Assessment has started.

Video evidence of the practical observation made on site with the assessor present can be used, if it is not possible to observe the apprentice in the area where the practical would normally occur. An example of where

video evidence would be necessary would be if there were potential animal health reasons and biosecurity where there could be a risk on introducing infection to an area. This would also be used if the area is of a high containment for example dealing with infectious diseases. There may also be a reason of security where access is limited due to area being within the MOD or other restricted area. During the tasks the candidate will be observed in in some cases with very little dialogue. Therefore, we need to be able to question that they understand why they are carrying out the work in such a way.

Assessors will ask follow up questions over a period of 30 minutes following the completion of the tasks to gain greater clarity of the apprentice's Knowledge, Skills and Behaviours around the tasks.

6.2 Professional Discussion

An independent assessor will conduct a Professional Discussion. This will be a structured Professional Discussion between the Apprentice and the independent assessor. Any independent assessor appointed by the EPAO must be occupationally competent.

The Professional Discussion will be a maximum length of 60 minutes (+/- 10%) and will be used to assess the Animal Care and Welfare Assistant on:

Knowledge, Skills and Behaviours, mapped in 3.1, using the apprentice's portfolio of evidence as a basis for the discussion.

The portfolio must be reviewed by the independent assessor; therefore, it must be submitted one month before the agreed date of the Practical Assessment and Professional Discussion.

Guidance for the format and contents of the portfolio will be available as part of the assessment tools provided by the EPAO.

The Professional Discussion will also test the currency, validity and coverage of the evidence presented in the portfolio in relation to the Knowledge, Skills and Behaviours shown in 3.1. The independent assessor will use standardised questions from an agreed set of questions, EPAOs must develop 'test banks' of sufficient size to prevent predictability and review them regularly to ensure they, and the questions they contain, are fit for purpose.

There will be 10 competency-based questions asked during the Professional Discussion to cover:

- 2 Behaviour-related questions
- 2 core Knowledge- related questions
- 2 core Skills-related question
- 2 option Knowledge related questions
- 2 option Skills related questions

7. Preparation for End Point Assessment

Being aware of what to anticipate in each assessment can boost the apprentice's confidence when facing an EPA. As the training provider or employer, you possess knowledge about your apprentice and are in an ideal position to assist and guide them in their preparation for the end-point assessment.

7.1 Preparing the Apprentice for the Practical Assessment

Regular assessments by the apprentice's work-based supervisor are crucial to verify that the apprentice consistently performs tasks up to the required standard. These checks serve to prevent the development of detrimental habits that could jeopardise the apprentice's success in the EPA.

To enhance readiness for the assessment, the apprentice should practice designated tasks in controlled settings with an assessor, adhering to specified time constraints. This practice helps familiarise the apprentice with the tasks and contributes to reducing stress on the assessment day.

Additionally, the apprentice can rehearse providing a verbal commentary during to practice effective communication with clients and/or colleagues and build confidence in preparation for the.

In anticipation of the assessment, the employer must ensure that the apprentice has access to the necessary facilities and equipment to complete the tasks. If the IEPA determines that the facilities and/or equipment are insufficient for the apprentice to complete the assessment, they reserve the right to cancel the EPA. Therefore, meeting all requirements is crucial. Any concerns before the assessment day should be directed to the EPA Team for advice.

7.2 Preparing the Apprentice for the Professional Discussion

Before reaching the gateway, the apprentice should have fulfilled all the requirements outlined in the apprenticeship standard, ensuring they possess the necessary knowledge, skills, and behaviours to effectively respond to questions during this assessment.

Within a 60 -minute timeframe +/- 10%, the apprentice is tasked with answering all the questions. It is advisable to provide support by engaging in mock question sessions beforehand, allowing them to practice delivering concise responses. It's also beneficial for them to practice answering questions from individuals they may be less familiar with. The key to feeling at ease in an assessment environment is through consistent practice.

8. What to Expect on the Day of End Point Assessment

Please be aware that as part of iPET Network's quality assurance procedures, there might be the presence of a Lead Independent End Point Assessor or Internal Quality Assurer for one or more components of your apprentice's End Point Assessment. In such instances, there is no need for concern; their role will be discreet, and they will neither speak nor participate in the assessment of your apprentice in any manner.

The apprentice must attend adequately prepared for their End-Point Assessment (EPA). It is the responsibility of the employer and training provider to clearly communicate the specifics of when and where the assessments will occur to the apprentice. Providing the apprentice with access to pertinent support resources and opportunities to ask questions will ensure they have a clear understanding of what to anticipate on the assessment day.

8.1 Authenticating the Apprentice's Identification

At the commencement of each assessment component, the apprentice's photographic identification, such as a current passport or driving license, will be verified to ensure authenticity and compliance with the General Data Protection Regulations 2018 (GDPR). In the event that the apprentice does not possess these forms of photographic ID, please contact iPET Network ahead of the scheduled End Point Assessment date.

8.2 Apprentice Instruction and Conduct

Mobile devices must be turned off and left outside the designated room/area for the assessment, except when used to access the portfolio during the interview.

Apprentices are prohibited from possessing unauthorised materials or equipment, such as notes and bags, as their presence will be regarded as a breach of assessment rules.

Compliance with instructions for each assessment, including adhering to exam conditions outlined in the assessment plan, is expected from apprentices. Failure to comply may result in the assessment being halted or deemed invalid.

Given the controlled environment of the assessments, the Independent End-Point Assessor (IEPA) will oversee the supervision of apprentices during breaks to uphold the security of the assessment.

8.3 Unexpected Situation or Emergencies

In an emergency, such as the fire alarm sounding, the assessment will be paused and the apprentice will be given the chance to answer the remaining questions or complete the practical tasks when the assessment is

able to restart (this may not be on the same day, depending on the nature of the emergency). Any questions asked up to that point will be marked and the apprentice will not be able to return to those questions.

When the assessment resumes, the apprentice will be allowed the remaining time to complete the remaining questions or practical tasks.

If the apprentice feels unwell at any time during the assessment, the Independent End Point Assessor should be notified immediately.

If the apprentice is unable to continue with the apprenticeship assessment the Independent End Point Assessor will pause the assessment and notify iPET Network.

In an emergency, such as the fire alarm sounding, the assessment will be paused and the apprentice will be given the chance to answer the remaining questions or complete the practical tasks when the assessment is able to restart (this may not be on the same day, depending on the nature of the emergency). Any questions asked up to that point will be marked and the apprentice will not be able to return to those questions.

When the assessment resumes, the apprentice will be allowed the remaining time to complete the remaining questions or practical tasks.

If the apprentice feels unwell at any time during the assessment, the Independent End Point Assessor should be notified immediately.

If the apprentice is unable to continue with the apprenticeship assessment the Independent End Point Assessor will pause the assessment and notify iPET Network.

9. Independent End Point Assessors (IEPAs)

IEPAs are recruited and trained to conduct and mark the observation and the Interview underpinned by portfolio.

The IEPA will be occupationally competent, and qualified to level 3 or above, they will also have a minimum of 3 years industry experience in core and the optional route being assessed.

All IEPAs will participate in standardisation activities at least annually.

10. End Point Assessment Marking and Results

The observation and professional discussion underpinned by a portfolio have pre-determined standardised grading criteria as set out in the Assessment Plan. The IEPA can use only these grading criteria to make their judgement.

The multiple-choice test will be automatically marked by iPET Network’s secure online e-assessment platform.

All elements of the EPA are subject to internal quality assurance once the assessments have been completed.

10.1 Overall Grading

This apprenticeship includes fail, pass, and distinction grades. To achieve a pass grade, apprentices will competently perform their role, demonstrating the application of the KSBs against the standard, to achieve a distinction the apprentice will demonstrate all of the pass statements and the distinction statements.

A final grade will be awarded as per the criteria in Table 1.

Table 1

Practical Assessment Criteria Achieved	Professional Discussion Criteria achieved	Overall grading
Pass	Pass	Pass
Pass & Distinction	Pass	Pass
Pass	Pass & Distinction	Pass
Pass & Distinction	Pass & Distinction	Distinction

The final grade decision, subject to Internal Quality Assurance, it is recommended by the IEPA using the grading criteria above and guidance and documentation provided by iPET Network. Once internal quality assurance processes have been completed iPET Network will confirm the final grade.

10.2 Publishing Results

Once iPET Network has received the results of each element of the EPA and internal quality assurance processes have been followed, results will be provided to the training provider to disseminate to the employer and apprentice. Results are provided within 10 working days to the training provider following the apprentice’s completion of each component of the EPA.

For successful apprentices:

- Confirmation of the element grade i.e. Pass or Distinction will be entered onto ACE 360 for each component of the EPA.

For unsuccessful apprentices:

- For the element that the apprentice has been unsuccessful in, a Fail grade will be entered on ACE 360 and feedback will be uploaded to assist the apprentice in preparing for a resit or retake. For the practical assessment and/or the professional discussion will consist of assessor feedback on the areas not achieved.

11. Re-sits and Re-takes

Where an apprentice fails one or more assessment methods, a re-sit(s)/re-take(s) may be allowed, provided it is within the EPA period. Re-sits/re-takes outside of this period would require all elements of the EPA to be undertaken again. This should be undertaken within a six-month period. Each individual case will be jointly discussed by the employer with the EPAO and any action, if agreed will be at the discretion of the employer.

A re-take is where the apprentice requires further learning/training, whereas a re-sit doesn't. Apprentices who require a re-take should have a supportive plan agreed to prepare them for the re-take.

Re-sits are not allowed as a means of improving a grade i.e. pass to distinction. Where a re-sit/re-take is agreed, the grading will be limited to a pass unless there are exceptional circumstances as confirmed by the EPAO.

12. Certification

iPET Network will apply for the Apprenticeship Certificate on the day of disclosing the apprentice's overall result in the End-point Assessment. The DFE will then dispatch the Apprenticeship Certificate to the employer of the apprentice via recorded delivery. This process may take an additional 20 days from the date of application by iPET Network.

13. End Point Assessment Cancellation

There may be instances where it becomes necessary to cancel or reschedule an EPA booking. Depending on the time remaining between the cancellation and the scheduled EPA event, relevant fees for cancellation or amendment may apply. Please refer to the **End Point Assessment Lead Training Provider / Employer Centre Pack**.

14. End Point Assessment Enquiry or Appeal

The apprentice has the right to make an assessment appeal for part or all of their end-point assessment; please refer to the iPET Network ***EPA Enquiries and Appeals Policy***. Appeals must be submitted using the iPET Network ***Appeals Form***.

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