



International Pet Education and Training

**Level 3 Animal Care and
Welfare Manager
Apprenticeship Standard
Training Provider and
Employer Specification**

ST1359

Contents

1. Introduction	3
1.1 Support for Training Providers and Employers	3
2. End Point Assessment Fees	3
3. Apprenticeship Standard Occupational Summary	4
3.1 Knowledge Skills and Behaviours	5
4. End Point Assessment Process	11
5. Gateway	12
5.1 Gateway Requirements	12
5.2 Portfolio Submission	13
5.3 Uploading Gateway Evidence	13
5.4 Independent End Point Assessor Allocation	14
6. End Point Assessment Components	14
6.1 Observation and questions	14
6.2 Professional Discussion supported with a Portfolio	16
7. Preparation for End Point Assessment	17
7.1 Preparing the Apprentice for the Practical Observation with Questions	17
7.2 Preparing the Apprentice for the Professional Discussion Supported with a Portfolio	18
8. What to Expect on the Day of End Point Assessment	18
8.1 Authenticating the Apprentice’s Identification	19
8.2 Apprentice Instruction and Conduct	19
8.3 Unexpected Situation or Emergencies	19
9. Independent End Point Assessors (IEPAs)	20
10. End Point Assessment Marking and Results	20
10.1 Overall Grading	20
10.2 Publishing Results	21
11. Re-sits and Re-takes	21
12. Certification	22
13. End Point Assessment Cancellation	22
14. End Point Assessment Enquiry or Appeal	22

1. Introduction

This specification serves as a resource for employers and training providers overseeing apprentices enrolled in the ST1359 Level 3 Animal Care and Welfare Manager Apprenticeship Standard, specifically focusing on Assessment Plan Version 1.0 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 ST1359 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.

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 Manager
Level	3
iPET Network EPA Fee	£1800
Duration	18 months
Resit/Retake Fees	Practical Observation with Questions: £1200 Professional Discussion supported with a Portfolio: £375

Where the EPA components are not completed within the three-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

This occupation is found in a wide range of settings within the animal care sector. Animal care and welfare managers may typically be employed by animal charities, pet care services, pet retailers, entertainment and education.

The work is carried out individually or as part of a team in places such as kennels and catteries, animal welfare centres, farm parks, grooming salons rehabilitation centres, retail outlets and during the transportation of animals.

They may work for small independent employers through to national pet businesses and could specialise in one or more species.

The broad purpose of the occupation is to plan and manage the husbandry needs of domestic and/ or wild animals in their care. They will problem solve and deal with issues arising relating to the animal's welfare. They ensure that the welfare needs of individual animals are met and that colleagues are appropriately engaged. They will adapt and prepare for the needs of the individual animal, taking accounts of things such as their life stage, condition or behaviour.

The animal care and welfare manager will provide a customer service and deal with client complaints. They will gather information from the customer to support the care and provide advice when appropriate.

Typically, an animal care and welfare manager will provide the animals with sustainable, enriching environments and keep the animals in good physical and mental health. They plan and implement suitable groups to prevent conflict and ensure stress free environments, recognising where social contact is not appropriate.

An animal care and welfare manager will conduct welfare assessments and prepare plans to meet the bespoke needs of the animal. They ensure accommodation and husbandry requirements are met.

In their daily work, an employee in this occupation interacts with a range of stakeholders using a variety of communication styles. These may typically include customers, clients, veterinary professionals, licensing officers, service providers, product suppliers and manufacturers. They may also liaise with other animal care professionals and industry bodies. They will share technical knowledge with peers and will support newly appointed carers or volunteers.

An employee in this occupation will be responsible for providing care to animals in accordance with appropriate legislation, regulations and organisational policies. They oversee the day to day running of the business, working autonomously, planning and carrying out the daily working schedule. They support or supervise others on their team. They will report and maintain necessary records in relation to the animals, their welfare, and the maintenance of relevant equipment.

Often working with a variety of species or breeds, they are responsible for detailing nutritional and accommodation requirements which are implemented by colleagues.

They have a responsibility to operate in a sustainable manner, adopting environmentally sustainable working practices. They will maintain a professional and safe working environment in line with legislation and company policies and take responsibility for themselves, animals and others. They will be responsible for handling and

storing equipment in accordance with company policy/ safety requirements. They will ensure that equipment is disinfected appropriately, and that cleanliness and bio security are maintained. They will dispose of waste materials in line with regulatory requirements.

An animal care and welfare manager will have responsibility for handling confidential data and may take payments for services provided. They will also deal with standard customer queries.

They will adhere to legal requirements relevant to their setting and including the Animal Welfare Act 2006, Vet Surgeons Act 1966. They have a responsibility to work safely in accordance with health and safety regulations and company policies.

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 demonstrate proficiency in the following Core KSBs prior to the gateway:

KNOWLEDGE	ASSESSMENT METHODS
K1 The Animal Welfare Act, Veterinary Surgeons Act, animal related legal and regulatory obligations and company policies how they are applied.	Observation and questions
K2 Planning the care of animals taking into account the species, individual requirements and the five animal welfare needs.	Observation and questions
K3 Impact of the animals' environment on animal care and welfare operations.	Observation and questions
K4 Sustainable approaches to feed, accommodation and waste management.	Observation and questions
K5 Species and breed characteristics, the common problems associated with them and how they influence the healthcare plan.	Observation and questions

KNOWLEDGE	ASSESSMENT METHODS
<p>K6 Techniques to interpret animal behaviour, and how animal behaviour affects animal health care plans.</p>	<p>Observation and questions</p>
<p>K7 Animal enrichment requirements and methods.</p>	<p>Observation and questions</p>
<p>K8 How the principles of animal learning can be applied in the workplace.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K9 Signs of pain, injury, disease and distress and how this information is used to inform and adapt care plan to ensure animal welfare of different breeds or species.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K10 Preventative healthcare approaches for animals.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K11 Methods used to assess the health and weight of the animal and how health and weight impact on feeding and care requirements.</p>	<p>Observation and questions</p>
<p>K12 Principles of planning feeding schedules (including appropriate feeds, frequency, and feeding methods).</p>	<p>Observation and questions</p>
<p>K13 Techniques used for handling, moving and transporting animals and their advantages and limitations.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K14 Animal accommodation requirements and methods, including dimensions and setup costs.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K15 How to deal with animal health emergency situations.</p>	<p>Professional discussion supported with a portfolio</p>

KNOWLEDGE	ASSESSMENT METHODS
<p>K16 The limits of personal responsibility and when and where escalation is required.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K17 Risk assessment development, recording and monitoring processes.</p>	<p>Observation and questions</p>
<p>K18 The importance of biosecurity and how risks can be managed through disinfecting, cleaning and correct disposal of waste.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K19 Strategies for delivering customer feedback and advice in relation to animal health, behaviour and welfare.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K20 How to access credible and reliable sources of information to keep up to date with advances in working practices and technologies.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K21 Legal and statutory health and safety obligations and how they impact on the organisation.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K22 How to identify and recommend improvement opportunities for business working practices.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K23 Project management techniques to monitor and allocate resources to deliver an efficient animal care service within budget constraints.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K24 The importance of key performance indicators and how they are measured.</p>	<p>Professional discussion supported with a portfolio</p>

KNOWLEDGE	ASSESSMENT METHODS
<p>K25 Approaches to build and maintain customer and stakeholder relationship and effective approaches to managing difficult conversations.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K26 The suitability of different communication styles for different audiences and to meet the desired outcome.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K27 People and team supervision strategies, including team dynamics, motivation, coaching, mentoring and training techniques.</p>	<p>Professional discussion supported with a portfolio</p>
<p>K28 How to conduct performance appraisals and develop personal actions plans.</p>	<p>Professional discussion supported with a portfolio</p>

SKILL	ASSESSMENT METHODS
<p>S1 Provide care for animals to meet their welfare needs and in accordance with company policy, legal and regulatory obligations.</p>	<p>Observation and questions</p>
<p>S2 Monitor and oversee animal care ensuring the five welfare needs are met and in accordance with company policy, legislation and regulations.</p>	<p>Professional discussion supported with a portfolio</p>
<p>S3 Evaluate animal behavioural characteristics in order to establish animal care requirements.</p>	<p>Observation and questions</p>
<p>S4 Assess and evaluate animal health using the least invasive methods and use this to inform the care plan.</p>	<p>Observation and questions</p>

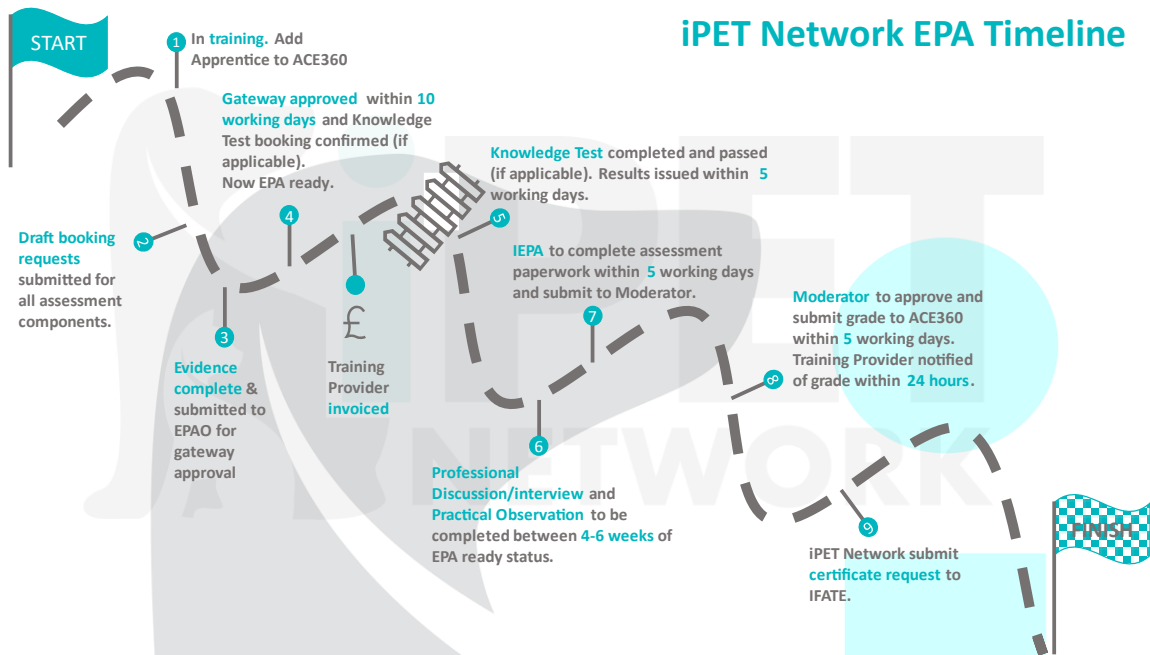
SKILL	ASSESSMENT METHODS
S5 Deliver medical and preventative treatments in accordance with company policies and following veterinary advice.	Professional discussion supported with a portfolio
S6 Handle and move animals using the least invasive, minimally aversive methods suitable for the situation.	Observation and questions
S7 Assess animal weight and carry out body condition scoring.	Observation and questions
S8 Produce care plans to meet the welfare needs of the animal.	Observation and questions
S9 Implement animal socialisation strategies to ensure animal health and welfare is maintained.	Observation and questions
S10 Select sustainable accommodation solutions that ensure the welfare, safety and security of animals.	Observation and questions
S11 Manage biosecurity risks by ensuring disinfecting, cleaning and waste disposal in line with company procedures and legislation.	Observation and questions
S12 Complete health and safety risk assessments.	Observation and questions
S13 Monitor compliance with risk assessments and provide feedback to support the development of health and safety policies.	Professional discussion supported with a portfolio
S14 Resolve customer complaints.	Professional discussion supported with a portfolio

SKILL	ASSESSMENT METHODS
<p>S15 Collaborate with colleagues, supply chains and customers.</p>	<p>Professional discussion supported with a portfolio</p>
<p>S16 Supervise the day to day running of the business (including the allocation of resources, ordering stock and scheduling workload).</p>	<p>Professional discussion supported with a portfolio</p>
<p>S17 Keep up to date with advances in animal care working practices and technologies and identify opportunities for these to be applied.</p>	<p>Professional discussion supported with a portfolio</p>
<p>S18 Monitor the health and safety of animals and people in accordance with company policies and procedures.</p>	<p>Observation and questions</p>
<p>S19 Support and mentor colleagues and provide constructive feedback.</p>	<p>Professional discussion supported with a portfolio</p>
<p>S20 Seek feedback and identify personal development needs. Undertake and apply learning from relevant continual professional development.</p>	<p>Professional discussion supported with a portfolio</p>
<p>S21 Provide operational information to inform team goals and objective setting.</p>	<p>Professional discussion supported with a portfolio</p>
<p>S22 Monitor progress towards the achievement of team goals and objectives.</p>	<p>Professional discussion supported with a portfolio</p>
<p>S23 Assimilate information to make changes to the animal care provision.</p>	<p>Observation and questions</p>

BEHAVIOUR	ASSESSMENT METHODS
B1 Animal welfare focussed, showing respect and empathy for animals in their care.	Observation and questions
B2 Takes ownership of work.	Observation and questions
B3 Puts safety first for self and others.	Observation and questions
B4 Committed to keeping up to date with industry best practice and source solutions to improve working processes.	Professional discussion supported with a portfolio
B5 Respectful of others.	Professional discussion supported with a portfolio
B6 Committed to personal Continual Professional Development (CPD) and applying learning to everyday practice.	Professional discussion supported with a portfolio
B7 Team focussed and works effectively with stakeholders.	Professional discussion supported with a portfolio
B8 Embraces equality, diversity and inclusion.	Professional discussion supported with a portfolio
B9 Adapts communication style to the audience.	Professional discussion supported with a portfolio

4. End Point Assessment Process

iPET Network EPA Timeline



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 and Welfare Manager, as outlined in the Occupational Standard End Point Assessment Plan.

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 ST0166. Employers may consider seeking guidance from or consulting with the training provider for additional insights.

5.1 Gateway Requirements

The apprentice's employer must be content that the apprentice has attained sufficient KSBs to complete the apprenticeship. The employer may take advice from the apprentice's training provider, but the employer must make the decision. The apprentice will then enter the gateway.

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 2 English and mathematics.

5.2 Portfolio Submission

The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed. It will typically contain 20 pieces of evidence. Each piece of evidence is expected to relate to a different scenario and may contain multiple documents. Evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Requirements for the portfolio are set out below:

Portfolio of Evidence Requirements:

Evidence sources may include:

- workplace documentation and records, for example:
- workplace policies and procedures
- witness statements
- annotated photographs

video clips (maximum total duration 15 minutes); the apprentice must be in view and identifiable. This is not a definitive list; other evidence sources can be included.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions. The evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this.

The EPAO should not assess the portfolio of evidence directly as it underpins the discussion. The independent assessor should review the portfolio of evidence to prepare questions for the discussion.

They are not required to provide feedback after this review.

The apprentice must submit the gateway evidence to their EPAO, including any organisation specific policies and procedures requested by the EPAO.

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 3 Animal Care and Welfare Manager apprenticeship standard consist of the following:

- Observation with Questions
- Professional Discussion Supported with a Portfolio

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

6.1 Observation and questions

Overview

In the observation with questions, an independent assessor observes the apprentice in their workplace and asks questions. The apprentice completes their day-to-day duties under normal working conditions. Simulation is not allowed. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

- This assessment method is being used because:
- this is a practical occupation best demonstrated through completing tasks in a real work setting
- it is a holistic assessment method requiring the demonstration of knowledge, skills and behaviours
- questioning allows the testing of underpinning knowledge

Delivery

The observation and questions must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the observation and questions.

The independent assessor must only observe one apprentice at a time to ensure quality and rigour. They must be as unobtrusive as possible.

The EPAO must give the apprentice 14 days' notice of the observation with questions.

The observation must take 3 hours.

The independent assessor can increase the time of the observation with questions by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary.

The observation with questions cannot be split, except for comfort breaks or to allow the apprentice to move from one location to another. Such breaks will not count towards the total observed time.

The EPAO must manage invigilation of the apprentice during the assessment, to maintain security of the EPA, in line with their malpractice policy. This includes breaks and moving between locations.

The independent assessor must explain to the apprentice the format and timescales of the observation with questions before it starts. This does not count towards the assessment time.

The independent assessor should observe the following during the observation:

Completion of a health and safety risk assessment considering the safety of the animal and people

Planning for the arrival of an animal by producing a care plan that includes:

- suitable environment/ accommodation
- feeding requirements
- socialisation requirements
- consideration for exercise

Delivering animal care in accordance with company policy, legal and regulatory obligations. Including the following:

- handling and moving the animal using suitable methods
- evaluating animal behaviour to establish care requirements
- assessing animal health
- observing the weight of the animal and carrying out body condition scoring
- evaluating, updating and making changes to the care plan where required

The total duration of the observation and questions is 3 hours. Questioning can occur both during and after the observation. The observation will typically include 2.5 hours for the observation element and 0.5 hours of questioning at the end.

These activities provide the apprentice with the opportunity to demonstrate the KSBs mapped to this assessment method.

The independent assessor must ask questions. Questioning can occur both during and after the observation.

The purpose of the questions is to test the depth of knowledge and understanding of the apprentice and ensure full coverage of the KSBs.

The time for questioning is included in the overall assessment time. The independent assessor must ask at least 10 questions. To remain as unobtrusive as possible, the independent assessor should ask questions during natural stops between tasks and after completion of work rather than disrupting the apprentice's flow. The independent assessor must use the questions from the EPAO's question bank or create their own questions in line with the EPAO's training. Follow-up questions are allowed where clarification is required.

The independent assessor must ask questions about KSBs that were not observed to gather assessment evidence. These questions are in addition to the above set number of questions for the observation with questions and should be kept to a minimum.

The independent assessor must make the grading decision. The independent assessor must assess the observation and responses to questions holistically when deciding the grade.

The independent assessor must keep accurate records of the assessment. They must record:

- the KSBs observed
- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The observation and questions must take place in the apprentice's normal place of work for example, their employer's premises or a customer's premises. Equipment and resources needed for the observation must be provided by the employer and be in good and safe working condition.

Questioning that occurs after the observation should take place in a quiet room, free from distractions and influence.

6.2 Professional Discussion supported with a Portfolio

Overview

In the professional discussion, an independent assessor and apprentice have a formal two-way conversation. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence.

Rationale

This assessment method is being used because:

- it allows the holistic assessment of KSBs
- it enables the independent assessor to draw on examples of work carried out by the apprentice
- it allows the use of the portfolio followed by questioning. This will assist the apprentice to amplify their examples and to demonstrate the work carried out
- it will enable the independent assessor to test underpinning knowledge and understanding
- it enables criteria to be assessed that would not occur regularly or would take too long to observe

Delivery

The professional discussion must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the professional discussion.

The purpose is to assess the apprentice's competence against the following themes:

- monitor and oversee animal care provision
- stakeholder management
- supervise day to day activities

- personal development

The independent assessor will ask a minimum of 3 questions per theme.

The EPAO must give an apprentice 14 days' notice of the professional discussion.

The independent assessor must have at least 2 weeks to review the supporting documentation.

The apprentice must have access to their portfolio of evidence during the professional discussion.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence however, the portfolio of evidence is not directly assessed.

The professional discussion must last for 75 minutes. The independent assessor can increase the time of the professional discussion by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

The independent assessor must ask at least 12 questions. The independent assessor must use the questions from the EPAO's question bank or create their own questions in line with the EPAO's training. Follow-up questions are allowed where clarification is required.

The independent assessor must make the grading decision.

The independent assessor must keep accurate records of the assessment. They must record:

- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The professional discussion must take place in a suitable venue selected by the EPAO for example, the EPAO's or employer's premises.

The professional discussion can be conducted by video conferencing. The EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

The professional discussion should take place in a quiet room, free from distractions and influence.

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 Observation with Questions

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.

In anticipation of the assessment, the employer must ensure that the apprentice has access to the necessary facilities and equipment as outlined in the assessment plan. 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.

It is also advisable to inform the apprentice about the considerations they should take into account when selecting a dog to work with during the assessment.

7.2 Preparing the Apprentice for the Professional Discussion Supported with a Portfolio

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 75 -minute timeframe + 10% if required, the apprentice is tasked with answering questions related to the set themes:

- monitor and oversee animal care provision
- stakeholder management
- supervise day to day activities
- personal development

It is advisable to provide support by engaging in mock professional discussion 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 End Point Assessment. All IEPAs will hold a minimum of 3 years recent industry experience of the occupation or sector to at least occupational level 3 gained in the last 3 years or significant experience of the occupation or sector, the independent assessor should hold at least a level 3 animal care related qualification and have relevant animal care experience.

All IEPAs will participate in standardisation activities at least annually.

10. End Point Assessment Marking and Results

The Observation with Questions and Professional Discussion Supported with 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.

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

10.1 Overall Grading

Performance in the EPA determines the overall grade of:

- fail
- pass
- merit
- distinction

An independent assessor must individually grade the observation and questions and professional discussion supported with a portfolio in line with this EPA plan.

The individual assessment method grades will be combined to determine the overall EPA grade.

If the apprentice fails one assessment method or more, they will be awarded an overall fail.

To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods. To achieve an overall pass, the apprentice must achieve at least a pass in both assessment methods. The apprentice will achieve a merit if they achieve one pass and one distinction in the professional discussion and the practical assessment. To achieve an overall EPA distinction, the apprentice must achieve a distinction in both assessment methods.

Grades from individual assessment methods must be combined in the following way to determine the grade of the EPA overall.

OBSERVATION AND QUESTIONS	PROFESSIONAL DISCUSSION SUPPORTED WITH A PORTFOLIO	OVERALL GRADING
Fail	Any grade	Fail
Any grade	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Merit
Distinction	Pass	Merit
Distinction	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:

- The element that the apprentice has been unsuccessful and a Fail grade has been awarded, the grade will be entered onto ACE360 and feedback will be uploaded to assist the apprentice in preparing for a resit or retake. Feedback from the IEPA will be provided in a written format in the form of an assessment record.

11. Re-sits and Re-takes

If the apprentice fails one assessment method or more, they can take a re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does. The apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and the EPAO should agree the timescale for a re-sit or re-take. A re-sit is typically taken within 1 month of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade.

The apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless the EPAO determines there are exceptional circumstances.

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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