**End-Point** **Assessment** **Agreement**

Contents

End-Point Assessment Agreement...........................................................................................................1

Introduction.............................................................................................................................................3 Background..............................................................................................................................................3

Service Levels ......................................................................................................................................4

Apprentice, Employer and Training Provider requirements and commitments.....................................8

Account management and Customer Support.......................................................................................11 Pricing.....................................................................................................................................................12 Terms......................................................................................................................................................12

**Introduction**

This agreement sets out the Training Works 4 U background, service levels, activity and expectations when completing End-Point Assessments in England.

The agreement also describes the requirements of apprentices, Employers and the trainingprovider prior to, during and after undertaking End-Point Assessments.

**Background**

Training Works 4 U Ltd has 30 years Senior Management experience operating in the vocational learning industry. In 2012, Training Works 4 U Ltd was established to deliver Apprenticeship training, in 2016 we added Skills Support for the Workforce to our delivery portfolio.

We have a proven track record of delivering high quality training, specifically in the Health & Social Care, Management and Administration sectors and we have consistently over performed on all contractual KPI’s set over the last 7 years.

Over the years we have worked with over 3000 Apprenticeship learners and a further 600 learners under the ESF Skills Support for the Workforce programmes across 900 SME’s. Our Apprenticeship success rate averages 76% and 87% of ESF learners successfully achieve their outcomes.

Training Works 4 U holds the Matrix Quality Standard. We are also approved on the Register of Training Organisations and Register of Apprenticeship Training Providers.

Training Works 4 U employs 20 staff which includes 3 Operational Directors, Performance Management, Quality Assurance Team, Business Development Team, Administration Team and 10 Assessors who have expertise in Health and Social Care and Administration and Management sectors. We have a highly qualified and experienced staff force who have gained extensive skills and knowledge in a range of sectors covering Heath and Social Care, Management and Administration.

**Training Works 4 U** **Service** **Levels**

The assessment instruments have been developed in line with the requirements of the respective apprenticeship standard and assessment plan, working with the specialist sector representing bodies, Trailblazer groups and the External Quality Assurance organisations. We will ensure that our End-Point Assessments are kept up to date, and are valid, fit for purpose and comparable with other equivalent End-Point Assessments.

We will appoint, induct, train and standardise the End-Point Assessors in line with Training Works 4 U’s internal quality procedures and the respective requirements of the assessment plan for each apprenticeship standard for which we are approved.

We will allocate a suitably qualified End-Point Assessor to the apprentice, who will be responsible for all activity from the initial End-Point Assessment planning meeting, all components of the End-Point Assessment, grading and certificate claim. Should anything unforeseen happen to the allocated Assessor during any part of the End-Point Assessment, for example accident, ill-health or similar, Training Works 4 U will allocate a different Assessor who will take forward the assessment to conclusion.

Should any part of the End-Point Assessment need to be re-taken, the same Assessor will be allocated, unless there are any exceptional or unforeseen circumstances as above.

We will conduct, review and implement internal quality assurance checks on all of our Assessors. This will include standardisation, moderation, retraining where required, against our internal quality processes and risk rating.

We will contract with our Assessors and Internal Quality Assurers (IQAs) to ensure that their continuing professional development (CPD) is current for occupational and assessment practices.

We will maintain confidentiality at all times in connection with End-Point Assessment activity. All Training Works 4 U staff, consultants, technical experts and End-Point Assessors are subject to confidentiality statements.

We will do everything to ensure independence of End-Point Assessment. We will ensure that actual or potential conflicts of interest are identified, recorded, kept up to date and managed for all individuals undertaking End-Point Assessment activity for Training Works 4 U. Should we identify a conflict of interest with an Assessor that has not been declared, we will remove the person from that role, follow our incident investigation process and make a management decision on future actions including the need for a re-assessment of the apprentice’s evidence or a repeat of the activity.

We require an early notification form to be completed 3 months in advance of the anticipated date that each apprentice is likely to reach the gateway. If we do not receive the early notification form within the required notice period we cannot guarantee we will be able to complete the End-Point Assessment.

We will review each completed early notification form to confirm a decision, based on our capacity to undertake each End-Point Assessment.

Once we confirm the early notification and agree to undertake an End-Point Assessment for an apprentice, wewill issue the relevantguidance, Gateway formand process information and ask that the expected date for readiness for End-Point Assessment is monitored and any changes notified as soon as possible.

We will to register each apprentice, for which we have confirmed that we will undertake their End-Point Assessment.

We will invoice at point of registration and require payment in full of the respective cost of End-Point Assessment. If payment has not been received by the day of the scheduled planning meeting date, the meeting and therefore the End-Point Assessment will not proceed until payment is received.

We will confirm and process the respective End-Point Assessment immediately after the Gateway declaration form has been signed, completed and received by Training Works 4 U and all evidence provided in relation to the achievement of qualifications or Functional Skills or other standard specific requirements has been authenticated by Training Works 4 U.

If the circumstances of the apprentice should change, for example the apprentice has left the programme and will no longer be taking the End-Point Assessment with Training Works 4 U, the Provider must notify Training Works 4 U immediately. We will withdraw the apprentice’s registration. Should the invoice have already been paidinsuchcircumstances this will be credited infull providedthatno costs have already been incurred. If we have incurred costs, for example booked Assessors time, travel or accommodation which cannot be reclaimed, we will retain the payment of these costs.

Training Works 4 U will organise a planning meeting to discuss, explain and schedule the activities comprising each End-Point Assessment. We require the Employer or Line Manager to be present at the planning meeting. On occasions, dependent on the requirements of the assessments and assessment plan, it may be necessary for other individuals to be present. For example, the Training Works 4 U Internal Quality Assurer (IQA) as an observer in their quality assurance role. This will be notified prior to the planning meeting and in relation to any subsequent assessment activities where it is required.

Wherever possible, and provided that it is wholly appropriate for the apprentice, we will hold meetings, presentations, question and answer sessions, portfolio reviews, professional discussions and other relevant meetings, using Training Works 4 U Skype for business videoconferencing facility. In exceptional situations, with prior permission, the Employer’s own videoconferencing facility may be used. All of these activities will be recorded for internal quality assurance and standardisation purposes, with the agreement of all those involved.

Should a different assessment delivery method be required for any of the components of the End-Point Assessmentthanis our usual model of delivery, for example there is a request that a professional discussion is conducted face-to-face rather than by Skype for business, we must be notified immediately and where required there may be an additional charge.

We will undertake the activity for each End-Point Assessment in line with the specific requirements of the respective assessment plan. We will comply with the respective assessment window, should there be one in the standard, or alternatively meet the ESFA generic 3 month requirement. We will only be able to completewithinthewindowprovided if the scheduled dates for activity agreed at the planning meeting are adhered to. We will not be responsible for the apprentice not completing within the assessment window, which may result in a fail and limit the apprentices’ potential grade. In this

situation, and where the assessment has to be re-taken within a new assessment window, TRAINING WORKS 4 U will charge for each re-taken activity.

Training Works 4 U will issue the invigilator guidance and will require a declaration of the suitability of the room in which a test is to be taken.

We will voice and /or video record evidence gathered as part of End-Point Assessments, with the prior agreement from all of those involved, to allow assessment decisions to be validated as part of the reporting process. This will support recording of information during the activities using a consistent approach to grading and will aid the quality checking and the standardisation processes. Overall this will ensure consistent, valid and reliable judgements.

We will mark and grade the apprentice on each activity within each End-Point Assessment in line with the requirements of the respective assessment plan and produce the final overall grade.

If the apprentice fails an activity, we will organise for this to be re-taken, provided that the rules within the assessment plan are adhered to. Please see pricing section for the charges associated with re-takes of assessments.

Wewill complywith therelevantExternalQuality Assurance (EQA)Organisation including the Institute for Apprenticeships, Ofqual, specific Trade or Professional Bodies or the Employer Group, as specified in each of the respective assessment plans.

We will act on any feedback received as part of the EQA process, which may impact on development of assessment instruments or delivery or grading of the End-Point Assessment.

We will require the Employer and apprentice to confirm that the activity and grade produced is accurate and the apprentice has been treated fairly prior to applying to the Education and Skills Funding Agency (ESFA) for a certificate.

Should there be a complaint from the apprentice or the Employer we will follow our complaints and appeals process. We will require details of the complaint, which will be investigated by independent people within Training Works 4 U and the conclusion will be reported in line with the published procedure.

We will work within the service level agreement of the ESFA to request apprenticeships certificates where an apprentice has successfully achieved their End-Point Assessment. We will notify the Employer at the point at which the certificate claim for the apprentice has been accepted from the ESFA.

In order to process the apprentice registration, claim certificates on achievement and provide information externally to relevant organisations, we need to capture and store both business and personal data from the Employer and apprentice. We will comply with our obligations in relation to the General Data Protection Regulation (GDPR) (as applicable) and the Data Protection Act 2018.

We will provide data and reports in accordance with the requirements of the IfA, ESFA, the EQA organisation; Ofqual, Professional Bodies, the Trailblazer Employer groups and any other which we are mandated to do.

We will ensure that if/when there are changes to either the apprenticeship standard or assessment plan, or both, we will implement all required changes into our processes, procedures and accompanying documents and reports as soon as is practicably possible.

**Apprentice,** **Employer** **and** **Training** **Provider** **requirements** **and** **commitments**

We require an early notification form to be completed 3 months in advance of the anticipated date that each apprentice is likely to reach the gateway. If we do not receive the early notification form within the required notice period, we cannot guarantee we will be able to complete the End-Point Assessment.

Should you require a different assessment delivery method for any of the components of the End-Point Assessment than is our usual model of delivery, for example you request that a professional discussion is conducted face-to-face rather thanbySkype for business, you must notify us immediately and there may be an additional charge.

Once Training Works 4 U confirm the early notification and agree to undertake an End-Point Assessment for an apprentice, we will review the relevant guidance, Gateway form and process and ask that the expected date for readiness for End-Point Assessment is monitored and any changes notified to us as soon as possible.

We will register each apprentice, for which we have confirmed that we will undertake their End-Point Assessment.

We will invoice at point of registration and require payment in full of the respective cost of End-Point Assessment. If payment has not been received by the scheduled planning meeting date, the meeting and therefore the End-Point Assessment will not proceed until payment is received.

If the circumstances of the apprentice should change, for example the apprentice has left the programme and will no longer be taking the End-Point Assessment with Training Works 4 U, the Training Provider must notify Training Works 4 U immediately. Should the invoice have already been paid in such circumstances this will be credited in full, provided that no costs have already been incurred. If we have incurred costs, for example booked Assessors time, travel or accommodation which cannot be reclaimed, we will retain the payment of these costs.

We require a Gateway declaration form to be signed for each apprentice, which includes the acceptance of the terms of this Agreement, by the apprentice, Employer and training provider to confirm in accordance with the respective apprenticeship standard and assessment plan, including but not limited to:

minimum time on programme has been completed by the apprentice

apprentice has successfully completed English and maths at the correct level and where necessary attempted English and maths test at a higher level

apprentice has achieved the appropriate qualification if a mandatory requirement 20% off the job training has been completed

specific on-programme requirements of the apprenticeship.

Once Training Works 4 U have undertaken the necessary checks, the apprentice will be deemed to have passed through the Gateway and this will be mean that he/she is End-Point Assessment ready. This does not however guarantee a successful pass at End-Point Assessment.

If the apprentice is under 18 years old, we require their parent or guardian to sign a declaration prior to the planning meeting for End-Point Assessment.

The Training Works 4 U Assessor will organise a planning meeting to discuss, explain and schedule the activities comprising each End-Point Assessment. We require the Employer or Line Manager to be present at the planning meeting. The Employer or Line Manager must agree to the schedule within the respective assessment window and sign a declaration to release the apprentice from day to day work in order to complete their assessments. On occasions, dependent on the requirements of the assessments and assessment plan, it may be necessary for other individuals to be present. For example, the Training Works 4 U Internal Quality Assurer (IQA) as an observer in their quality assurance role. This will be notified prior to the planning meeting and in relation to any subsequent assessment activities where it is required.

Should the signed agreement not be adhered to, or the apprentice does not complete within the assessment window the Employer/Line Manager will be responsible for the associated costs of any rescheduled assessments.

Should the apprentice fail any of the respective assessments, re-takes can be scheduled in line with the requirements specific to each assessment plan. For example, if one assessment activity is failed, a re-take may be possible immediately. If more than one assessment activity is failed there may be a requirement for a period of additional training to be undertaken prior to the subsequent attempt at these assessments.

All resits and retakes will be charged in line with our price list. We require payment in full of the respective cost of resit and retake for End-Point Assessment. If payment has not been received by the scheduled date of the resit or retake, this will not proceed until payment is received.

All on-screen multiple choice, short answer or extended answer tests which comprise part of the End-Point Assessments will be delivered securely through a web-based testing platform. Where employers cannot provide access to computer-based technology, we will work with them to identify alternative locations, utilise an off-line browser or make available paper-based alternatives.

Apprentices will be provided with guidance on how the system works, how tests are delivered and will have the opportunity to practise using the system prior to taking the live test. If apprentices use their employers’ equipment, it must meet approval criteria to ensure that the system meets the minimum system requirements and that the test can be delivered securely.

We require tests to be invigilated by the Employer or Assessor, where possible at the apprentice’s workplace. Training Works 4 U has created requirements regarding the test room, such as seating plans, spacing between desks and their direction, invigilation ratios and requirements and environmental factors in the room (such as temperature, noise etc). All testing locations must be reviewed for suitability prior to use. Any incidents that occur must be recorded for review by the TRAINING WORKS 4 U’s quality assurance team to see whether the test was valid or may need to be declared void for the apprentice.

Training Works 4 U will require a declaration of the suitability of the room in which a test is to be taken, prior to any test being scheduled.

We require that the apprentice is released from daily activities to undertake all End-Point Assessment activities in line with the schedule agreed at the planning meeting. Should there be an issue, for example the apprentice is ill, the Training Works 4 U Assessor or alternatively Training Works 4 U Management Team, should be notified immediately. The Employer may be liable for any of the costs incurred by Training Works 4 U. For example, if the Assessor has already travelled to the assessment venue.

We need Employers, apprentices and staff to be clear and understand that we need to capture and store Employer, apprentice, and training works 4 U business and personal data in order to process the apprentice registration, claim certificates on achievement and provide information externally to relevant organisations as part of our approval on the Register of End-Point Assessment Organisations. We will comply with our obligations in relation to the General Data Protection Regulation (GDPR) (as applicable) and the Data Protection Act 2018.

**Account** **management** **and** **Customer** **Support**

TRAINING WORKS 4 U will nominate contacts to respond to any queries relating to registration, progress of End-Point Assessment and certification.

**Stacey Roberts – Customer Support**

**stacey@trainingworks4u.co.uk**

07429 092452

**Sian Houghton – Administration Manager**

sian@trainingworks4u.co.uk

01709 782741

**Jane Lanaghan** **–Director**

jane@trainingworks4u.co.uk

07402 070767

**Fiona Butler - Director**

fiona@trainingworks4u.co.uk

07402 272072

**Sara Youle** **–** **Business Development Manager**

sara@trainingworks4u.co.uk

07402 555898



**Pricing**

Each End-Point Assessment is priced individually and all list prices are available upon request. For queries please refer to your Customer Service contactor alternatively through our contact service at contact@trainingworks4u.co.uk

The price of the End-Point Assessment includes 1 free resit opportunity, for example for multiple choice test, observation, professional discussion or project, in line with the respective apprenticeship standard and assessment plan, but Assessor costs will be additional and calculated “at cost”.

**Please** **note**:

Should you require a different assessment delivery method for any of the components of the End-Point Assessment than is our usual model of delivery, for example you request that a professional discussion is conducted face-to-face rather than by Skype for business, you must notify us immediately and there may be an additional charge.

As of July 2017, ESFA have stated the Apprenticeship certification would be free of charge. If in future this changes, apprenticeship certification will be charged “at cost”.

All prices are exclusive of VAT.

All prices are subject to change.

**Terms**

End-Point Assessment Agreement, as per this document, to be agreed per Apprentice and signed as acceptance of terms for each Apprentice on the respective Gateway form.

Payment terms 30 days from date of invoice **and** prior to the respective Apprentice’s planning meeting date.