

Get real! Practical advice and lessons learnt on successful EPA

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Babcock Assessments is an **independent** part of the Babcock International Group, a FTSE 250 company with a heritage of designing workforce development solutions that put the customer brand at the forefront of delivery.

We operate two brands:

- Babcock Assessments
- Babcock Engineering Assessments

- An **established record** of delivering End Point Assessment
- Developed **capability and capacity** and an approved End Point Assessment Organisation for 17 standards across a range of sectors
- A **trusted partner** to protect the customers reputation and deliver quality EPA outcomes for apprentices
- Multiple successful **EPA mobilisation to delivery implementations** already completed
- No areas for improvement and **good practice identified** from EQA monitoring visits
- Successful **first time** applications via latest REPAO questions




Working with employers and providers nationally

- Fully mobilised
- Commitment and ready to deliver
- Multiple clients and industry sectors

Some of our clients include:



Our approach



Pre-EPA & gateway
support, guidance,
mock assessment

Planning
meetings to
support the
apprentice
understand EPA
expectations

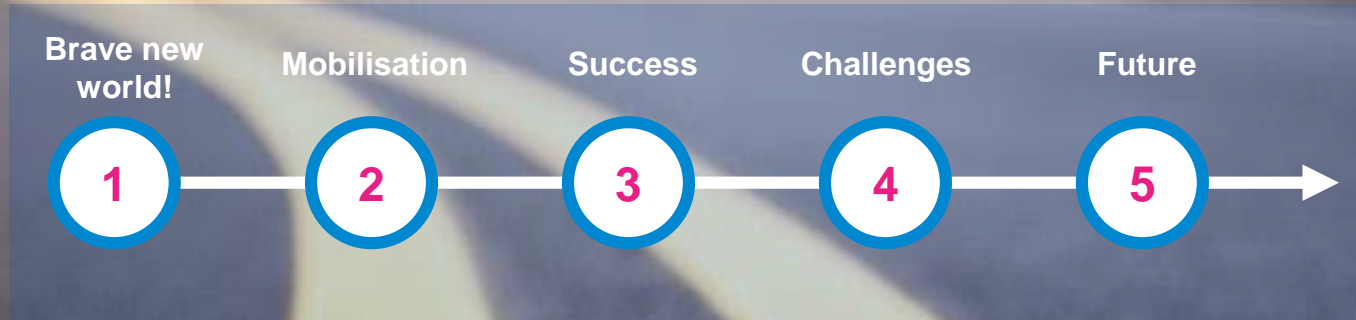
Face-to-face End
Point Assessment
delivery to ensure
quality experience
for the apprentice

Dedicated, full-time
End Point
Assessors

Invigilation provided
by Babcock
Assessments

Dedicated
Assessment Internal
Quality Assurance
team

Our EPA journey so far...

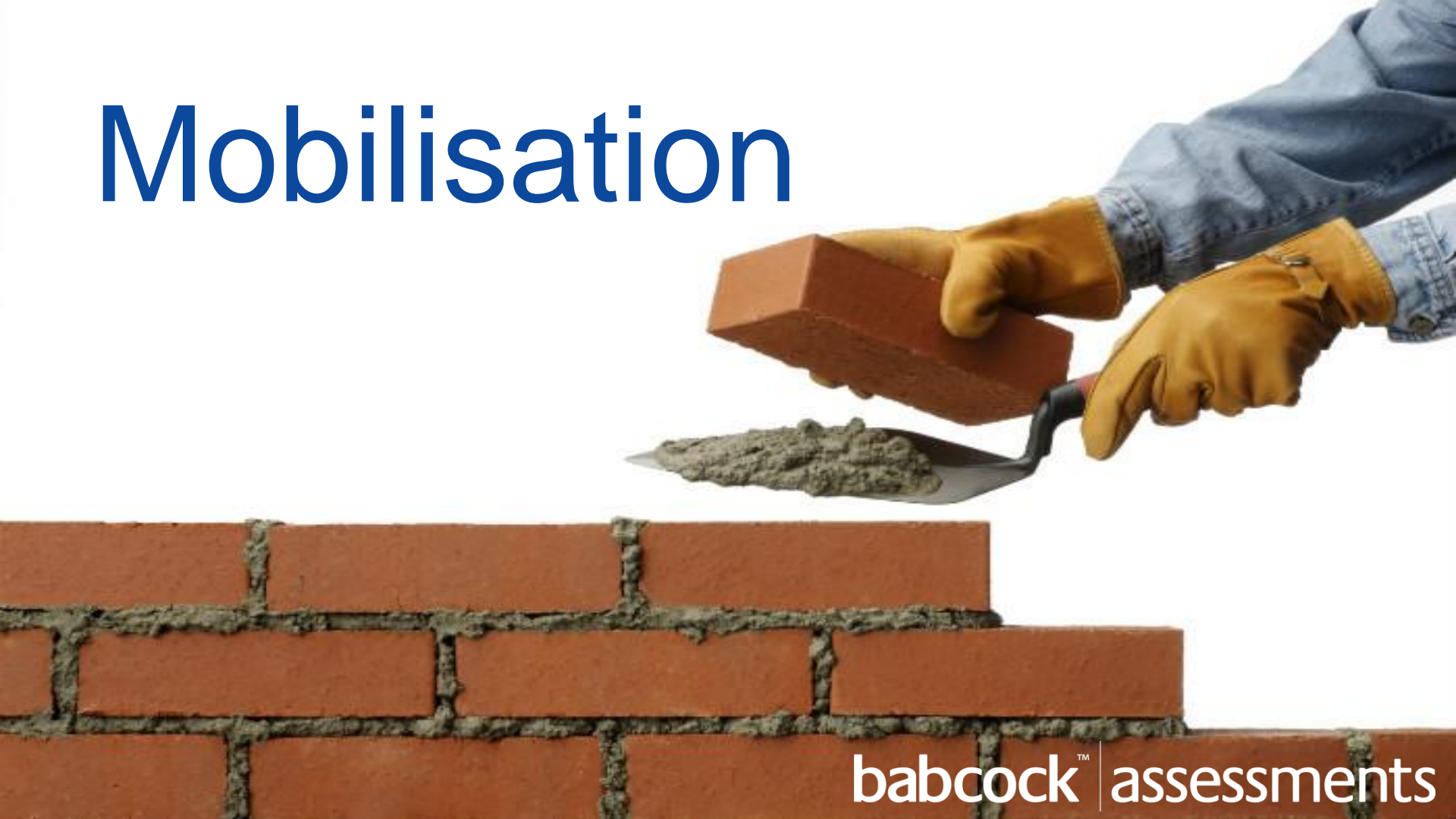


Brave new world..

- New internal & external understanding of Independence
- New ways of working



Mobilisation



Assessment Design

- Delivery models
- Learner and employer guides & factsheets
- Mock & Live MCT/Exam assessments
- Pre gateway support materials (business project proposals, gateway forms, mock assessments excluding MCT/Exam etc.)
- Live assessment tools (including planning meetings)
- IEPA & Invigilator Delivery Guides by standard
- AIQA Policies and procedures
- Induction of FTE



Assessment Quality Assurance

- Standardisation
- Improvement log
- Client site visits. Site visit/client familiarisation documents created to support EPA teams



Quality Manual for End Point Assessment
Babcock Assessments Limited
March 2018



Getting involved!

- Client engagement
- ESFA Relationship and beta testing
- Successful EQA monitoring visits: People 1st, IfA (Open Awards), IRO & SfC
- AELP SIG



Progress

- Support pre gateway for learner and employer
- Provider understanding - Babcock EPA vs other EPAO
- Different Gateway requirements – dependent on assessment plan e.g. Business Project Proposals/Portfolios
- Visibility of learner journey and learner readiness
- Data
- Outlining responsibilities – the roles of the EPAO, Employer and Training Provider
- Encompassing different EPA requirements e.g. pathways
- Delivery UK wide (not just England) – now and in future
- 121 delivery and/or EPA cohort model **e.g. Stonegate Pub Company.....**



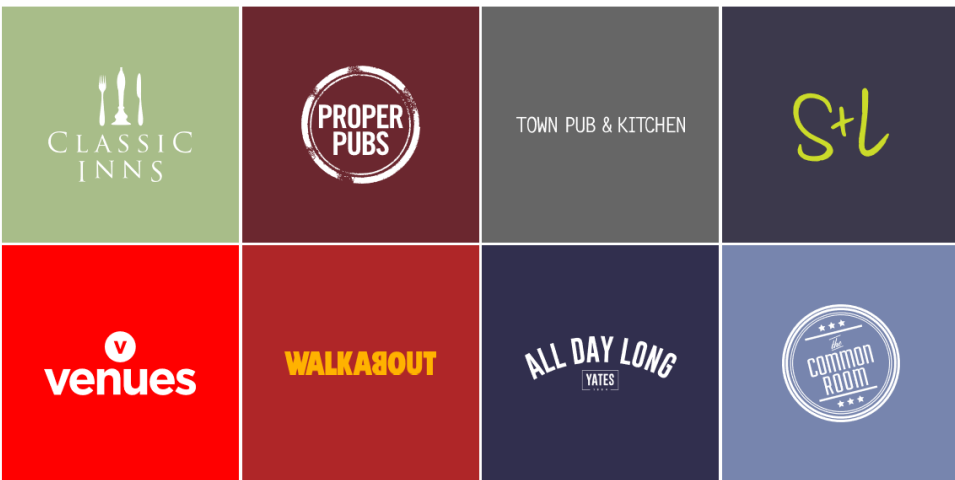
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stonegate
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About us



Our apprenticeship journey & EPA experience



Success



Putting the learner & quality at the heart of EPA



Learner feedback

“My End Point Assessor was very friendly and professional, they explained everything clearly and had a very calming influence.”

“My End Point Assessor reassured and put me at my ease and spoke to me as if we were equal and no question was a stupid one”

“Incredible support throughout my EPA. I felt at ease throughout each assessment, very supportive and answered my many questions! So pleased we had Babcock Assessments conducting this part of my Apprenticeship!”

“The EPA was the most organised and professional part of the whole apprenticeship experience. I think that was really important to enable me to do my best”

“Everything was perfect. You have great people working for you, very pleased with the service”



Challenges



Mobilisation: Lessons learnt

Lessons for Babcock Assessments

- Contract lead times
- Client expectations vs reality
- Early engagement
- Impact on EPA timings/delivery
- Timely and accurate data
- Timely support production and distribution
- Different delivery models, different customers

Lessons involving providers

- Actual costs vs market forces
- It's got to be about the learner as well as offer and price
- Collaboration key to success
- Employer involvement
- Learner readiness, delays and dialogue with EPAO
- Different understanding of responsibilities

Lessons involving employers

- Right learner, right standard, right level
- Learners failing and impact on career progression
- The three types of employer:
 - Got it
 - Not yet
 - Not interested
- Central vs local engagement and understanding and buy in
- Learner promotion or transfer within organisation and impact on EPA

Challenges today – an example

- Contract year end
- Balancing the needs of learner, provider and employer
- Quality deliver
- Best utilisation of our fulltime team
- Set up of Babcock Assessments to prepare for peaks and troughs



Future challenges

- RoEPAO – EPAO readiness vs market/client expectations
- Order book visibility
- Learner readiness
- Funding and standards reviews – impact whilst not compromising on quality
- Maintaining and driving quality (internal and external)
- Chicken and Egg – Cost vs capacity vs revenue vs profit



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Questions?



babcockinternational.com/assessments



Thank you

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