



# TQUK EPA

## APPRENTICESHIPS BROCHURE

2019 - January Edition



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# INTRODUCTION

## Welcome to TQUK End-Point Assessment

TQUK is the fastest growing Awarding Organisation across the UK and an approved End-Point Assessment Organisation (EPAO). Since April 2017, TQUK has been approved to deliver end-point assessment services for a range of apprenticeship standards including those within the Hospitality and Healthcare sectors. We were the first EPAO to successfully pass apprentices on the new Hospitality Team Member, Commis Chef and Adult Care Worker apprenticeship standards and we have not looked back since.

End-Point Assessment is one of the biggest apprenticeship reforms in recent times and we have been working hard to understand every element to the new process to ensure that your apprentices exceed through their apprenticeship and pass their end-point assessment with flying colours. Now that we have been through the process from start to finish and passed apprentices on the new standards format, we have the knowledge and expertise to guide any and all apprentices through end-point assessment.

With a wealth of training and support resources, expert EPA advice and guidance, black and white fees and a dedicated team behind the wheel. Why wouldn't you want to EPA with TQUK? **It's everything you want it to be.**



**Kelle McQuade**  
Head of End-Point Assessment Organisation,  
Training Qualifications UK



## Why the Bee?

We wanted to create a brand new strand to the business which operates independent of our AO structure – thus, we needed an identity. What is our identity? Who is TQUK? A Manchester based Awarding Organisation now delivering End-Point Assessment; **Manchester based, Manchester born, Manchester proud.**

The idea and reasoning for using the bee symbol was strong after events in the city in 2017. We read further into the history of the bee and its significance with the city of Manchester. Representing everything that is good about where we come from. First appearing on the Salford coat of arms, the bee was adopted as a motif for Manchester during the Industrial Revolution symbolising the 'hive of activity' in the 19th century and the hard working Mancunians at the time. **The TQUK EPA 'bee' logo was born.**



## Verve EPA

Verve EPA is Training Qualifications UK's comprehensive End-Point Assessment system designed for providers, employers and EPA assessors to track apprentice progress from start to completion.

It's numerous features are designed with usability, cost effectiveness and most importantly the learner experience in mind, and includes:

- **Quick and simple registration** of candidates via csv bulk import that includes all essential ESFA upload information.
- Access to a range of **free support materials**, including employer, provider and learner apprenticeship packs and mock assessments.
- **Intelligent management and upload** of required gateway evidence, plus additional options to link your e-portfolio system.
- **Digital signature technology** - sign off gateway evidence and assessment on-screen with your mouse or tablet stylus.
- **Embedded conference call technology** to help organise and attend meetings within the system itself.
- **Clear and visible assessment progress** - All parties can view learner progress towards completion, including results and e-certificates.
- **Smart notifications and reminders** to assist in meeting key apprenticeship dates.

# PRICES

## Healthcare

Adult Care Worker	£450
Lead Adult Care Worker	£450
Senior Healthcare Support Worker	£350
Healthcare Support Worker	£350
Healthcare Assistant Practitioner	£1200

## Hospitality

Hospitality Team Member	£750
Hospitality Supervisor	£750
Commis Chef	£1350
Chef De Partie	£1450
Senior Production Chef	£750
Hospitality Manager	£900
Production Chef	£700

## Sales, Marketing & Procurement

Customer Service Practitioner	£400
IT Technical Salesperson	£1,200/£1,500
Customer Service Specialist	£500

## Childcare & Education

Teaching Assistant	£500
Children, Young People & Families Manager	£750
Children, Young People & Families Practitioner	£700

## Business

Business Administrator	£500
Associate Project Manager	£1,000
Learning and Development Practitioner	£900
Learning and Development Consultant	£1,050

## Management

Operations/Departmental Manager	£950
Team Leader/Supervisor	£500

## Hair and Beauty

Hair Professional	£350
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## Retail

Retailer	£700
Retail Team Leader	£700
Retail Manager	£900

## HR

HR Consultant/Partner	£1200
HR Support	£900



Apprenticeships are the perfect way to learn, earn and excel in any career path.

TQUK is approved to deliver end-point assessment services within a number of industry sectors, and we're always adding to the list. Here you will find a range of sectors and apprenticeship standards which we have been approved to deliver end-point assessment activities for including Hospitality and Healthcare.

The apprenticeship standard model combines all of the knowledge, skills and behavioural aspects that an apprentice needs to begin their chosen career.

# APPRENTICESHIPS



## ADULT CARE WORKER THE STANDARD

Every Adult Care Worker should make a positive difference in a person's life that is faced with physical, emotional, practical, social or intellectual challenges. They will help individuals that have specific needs live as fully and independently as possible. And in order to operate successfully as a care worker, your apprentice will need to hold particular values, evidenced by their knowledge, skills and behaviours, to provide compassionate care and support, whether in a nursing home, domiciliary care or a day centre.

The training your apprentice receives will live up to government-set standards, and that training will be put to the test by TQUK's high-quality end-point assessment. Our assessment service will ensure they will be able to operate in any Adult Care context.



**Duration:** 12-18 months  
**LARS Number:** 119  
**Standard Number:** ST0005-02  
**Level:** 2  
**Funding Band:** 4 (£3,000)  
**Fee:** £450

- Payable at registration: £112 (25%)\*
- Payable at Gateway: £338 (75%)\*\*

**Qualifications:**

- TQUK Level 2 Diploma in Care (RQF)

**Functional Skills:**

- Level 1 Award in Functional Skills English (Attempted Level 2 Award in Functional Skills English)
- Level 1 Award in Functional Skills Mathematics (Attempted Level 2 Award in Functional Skills Maths)

**Industry Requirements:**

- Completed prior to enrolment: Enhanced Disclosure and Barring Service
- Completed prior to completion: Care Certificate
- Service User Testimonies

**Payment Terms** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes. Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## ADULT CARE WORKER ASSESSMENT PLAN

The synoptic end-point assessment will consist of two equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Situational Judgement Test (50%)</b>	Apprentices will be presented with a range of real-life scenarios about which they are required to answer 60 Situational Judgement Test questions. The assessment will be undertaken online and under controlled conditions with a time limit applied. The questions will be drawn from the stated knowledge and skills elements of the standard and focus on the higher order competencies. Distinction (+55 correct answers) Merit (50-54 correct answers) Pass (40-49 correct answers)
<b>Practical Observation (50%)</b>	In the concluding assessment element, the End-Point Assessor leads a 45 minute discussion to uncover additional evidence of personal development activities and how this learning was applied to the role and workplace. However, apprentices can only apply to undertake the Professional Discussion aspect of the assessment once they have achieved a pass in the Situational Judgement Test. Distinction (Outstanding Achievement) Merit (Good Achievement) Pass (Acceptable Achievement)

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Situational Judgement Test	Professional Discussion	GRADE
Pass	Pass	Pass
	Merit	Merit
	Distinction	Merit
Merit	Pass	Merit
	Merit	Merit
	Distinction	Merit
Distinction	Pass	Merit
	Merit	Distinction
	Distinction	Distinction

## LEAD ADULT CARE WORKER

### THE STANDARD

The Lead Adult Care Worker apprenticeship standard is the next level up from the Adult Care Worker apprenticeship. This apprenticeship is meant for those individuals who wish to pursue a leadership role within any adult care setting.

Every organisation that hires teams of care workers will require individuals to lead them. Through their apprenticeship, your apprentice will learn how to provide leadership, guidance and direction at the front-line of care delivery. They will be responsible for the delegation and supervision of care services from the care workers they will oversee.



**Duration:** 12-24 months

**LARS Number:** 118

**Standard Number:** ST0006/AP01

**Level:** 3

**Funding Band:** 4 (£3,000)

**Fee:** £450

● Payable at registration: £112 (25%)\*

● Payable at Gateway: £338 (75%)\*\*

**Qualifications:**

● TQUK Level 3 Diploma in Adult Care (RQF)

**Functional Skills:**

● Level 2 Award in Functional Skills English

● Level 2 Award in Functional Skills Mathematics

**Other Gateway Requirements:**

● Completed prior to enrolment: Enhanced Disclosure and Barring Service

● Completed prior to completion: Care Certificate

● Service User Testimonies

**Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes. Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## LEAD ADULT CARE WORKER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of two equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Situational Judgement Test (50%)</b>	Apprentices will be presented with a range of real-life scenarios about which they are required to answer 60 Situational Judgement Test questions. The assessment will be undertaken online and under controlled conditions with a time limit applied. The questions will be drawn from the stated knowledge and skills elements of the standard and focus on the higher order competencies. Distinction (+55 correct answers) Merit (50-54 correct answers) Pass (40-49 correct answers)
<b>Professional Discussion (50%)</b>	In the concluding assessment element, the End-Point Assessor leads a 45 minute discussion to uncover additional evidence of personal development activities and how this learning was applied to the role and workplace. However, apprentices can only apply to undertake the Professional Discussion aspect of the assessment once they have achieved a pass in the Situational Judgement Test. Distinction (Outstanding Achievement) Merit (Good Achievement) Pass (Acceptable Achievement)

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

GRADE		Professional Discussion		
		Pass	Merit	Distinction
Situational Judgement Test	Pass	Pass	Merit	Merit
	Merit	Pass	Merit	Distinction
	Distinction	Merit	Merit	Distinction

## HEALTHCARE SUPPORT WORKER

### THE STANDARD

Healthcare Support Workers are on the front-lines providing high quality and compassionate care to patients. They are vital in maintaining the day-to-day operations of the institutions they work in and continuously maintain the healthcare of people they watch over.

Your apprentice must demonstrate the correct values, knowledge, skills and behaviours to be successful in their position. TQUK's rigorous assessment practices will bring out these values your apprentices, and those that come out the other end will be valuable and productive members of your team.



**Duration:** 12-18 months

**LARS Number:** 103

**Standard Number:** ST0216

**Level:** 2

**Funding Band:** 4 (£3,000)

**Fee:** £350

- Payable at registration: £87 (25%)\*
- Payable at Gateway: £263 (75%\*\*)

**Qualifications:**

- A regulated qualification if specified by the employer

**Functional Skills:**

- Level 1 Award in Functional Skills English. Attempted Level 2 Award in Functional Skills English.
- Level 1 Award in Functional Skills Mathematics. Attempted Level 2 Award in Functional Skills Maths.

**Other Gateway Requirements:**

- Completed prior to completion: Care Certificate

**Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes. Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## HEALTHCARE SUPPORT WORKER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of three equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Observation of Practice</b>	The independent assessor spends a minimum of 90 minutes observing the apprentice during the course of their normal work in their normal place of work. <a href="#">Ungraded above a Pass</a>
<b>Knowledge Test</b>	Apprentices will be presented with 60 equally weighted multiple choice questions that cover all knowledge requirements of the standard. The test will take one hour. Distinction (50-60 correct answers) Merit (40-49 correct answers) Pass (30-39 correct answers)
<b>Evidence Portfolio and Interview</b>	Apprentices collect evidence for the portfolio in final 3 months. The portfolio must contain reflective accounts completed by the apprentice which demonstrate their learning and application of knowledge in practice, their values and behaviours. The final interview takes place between the independent assessor and the apprentice and lasts between 30 and 60 minutes. <a href="#">Distinction/Merit/Pass</a>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Observation of practice	Knowledge Test	Portfolio and Interview	GRADE	
Pass	Pass	Pass	Pass	
		Merit	Pass	
		Distinction	Merit	
	Merit	Merit	Pass	Pass
			Merit	Merit
			Distinction	Merit
	Distinction	Distinction	Pass	Merit
			Merit	Merit
			Distinction	Distinction



## SENIOR HEALTHCARE SUPPORT WORKER

### THE STANDARD

Senior Healthcare Support Workers work in many settings with varying duties. This apprenticeship is the next level up from the Healthcare Support Worker apprenticeship. Individuals who pursue the Senior Healthcare Support Worker stream will master base-level skills, including duty of care, safeguarding and person centred care while also undertaking one specialism. Specialisms for this apprenticeship include adult nursing support, maternity support, theatre support, mental health support, children and young people and therapy support.

TQUK's rigorous assessment practices will mean your apprentice will be given every opportunity to shine while ensuring



**Duration:** Approx. 12-18 months

**LARS Number:** 151

**Standard Number:** ST0217

**Level:** 3

**Funding Band:** 8 (£5,000)

**Fee:** £350

- Payable at registration: £87 (25%)\*
- Payable at Gateway: £263 (75%)\*\*

**Qualifications:** (depend on specialism):

- A Level 3 qualification appropriate to the apprentice's chosen specialism

**Industry Requirements:**

- Care Certificate

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\*25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\*75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes. TQUK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## SENIOR HEALTHCARE SUPPORT WORKER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of three equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component. At the beginning of the apprenticeship, the apprentice must choose one specialism, please refer to the apprenticeship standard for more information.

<b>Observation of Practice</b>	The independent assessor spends a minimum of 90 minutes observing the apprentice during the course of their normal work in their normal place of work. <i>Ungraded above a Pass.</i>
<b>Knowledge Test</b>	Apprentices will be presented with 30 multiple choice questions (1 mark each) and 4 short answer questions (5 marks each) that cover all knowledge requirements of the standard. The test will take one hour. <i>Distinction/Merit/Pass</i>
<b>Learning Journal and Interview</b>	The learning journal may contain a range of evidence with a minimum of 3 reflective accounts completed by the apprentice to a total of 1000 words (+/- 10%) demonstrating their application of knowledge, values and behaviours. The final interview takes place between the independent assessor and the apprentice and lasts between 30 and 45 minutes. <i>Distinction/Merit/Pass</i>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Observation of Practice	Knowledge Test	Learning Journal and Interview	GRADE	
Pass	Pass	Pass	Pass	
		Merit	Pass	
		Distinction	Merit	
	Merit	Merit	Pass	Pass
			Merit	Merit
			Distinction	Merit
	Distinction	Distinction	Pass	Merit
			Merit	Merit
			Distinction	Distinction

## HEALTHCARE ASSISTANT PRACTITIONER

### THE STANDARD

On completion of this Healthcare Assistant Practitioner apprenticeship standard, the apprentice will be a competent and job-ready Assistant Practitioner in the health sector. The apprenticeship standard provides a high-level description of the skills, knowledge, values and behaviours required of the Assistant Practitioner apprentice.

Healthcare Assistant Practitioner is a job title applied to a very wide variety of roles that have been developed locally by employers to meet individual service need. Upon successful completion of this standard, individuals will have obtained the core skills, knowledge and values/behaviours to become an Assistant Practitioner.



**Duration:** 18-24 months  
**LARS Number:** 102  
**Standard Number:** ST0215  
**Level:** 5  
**Funding Band:** 15 (£12,000)  
**Fee:** £1200

- Payable at registration: £300 (25%)\*
- Payable at Gateway: £900 (75%)\*\*

**Qualifications:**

- A regulated Level 5 Occupational Competence Qualification

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Industry Requirements:**

- Care Certificate
- Reflective Journal

**Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\*25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\*75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes. TQUK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## HEALTHCARE ASSISTANT PRACTITIONER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of three equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Observation of Practice</b>	The independent assessor spends a minimum of 90 minutes observing the apprentice during the course of their normal work in their normal place of work. The observation of practice is undertaken to assess higher level skills and behaviours. During the observation of practice, the apprentice must be able to complete a variety of tasks including communicate complex sensitive information through a variety of methods and manage information, keeping accurate records and ensuring confidentiality. <a href="#">Ungraded above a Pass.</a>
<b>Multiple Choice and Short Answer Test</b>	The multiple choice and short answer test covers all knowledge requirements within the standard with 40 multiple choice questions in place followed by 4 short answer questions. Questions within the test will cover all the knowledge aspects of the standard including principles and philosophy of health and social care and the physiology, organisation and function of the human body. <a href="#">Distinction/Merit/Pass</a>
<b>Reflective Journal and Interview</b>	The reflective journal is completed by the apprentice in the 3 months leading up to the end-point assessment. The apprentice reflects on the development of the following components from the apprenticeship standard: Case Management and Supervision and Teaching. The final interview takes the form of a professional discussion to enable the apprentice to further showcase their knowledge, skills and behaviours. The assessor selects the areas they wish to explore with the apprentice after reviewing responses to the multiple choice /short answer test, the reflective journal and the outcome of the observation of practice. <a href="#">Distinction/Merit/Pass</a>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Observation of Practice	Multiple Choice and Short Answer Test	Reflective Journal and Interview	GRADE	
Pass	Pass	Pass	Pass	
		Merit	Pass	
		Distinction	Merit	
	Merit	Merit	Pass	Pass
			Merit	Merit
			Distinction	Merit
	Distinction	Distinction	Pass	Merit
			Merit	Merit
			Distinction	Distinction

## HOSPITALITY TEAM MEMBER

### THE STANDARD

It's vital to foster the best talent right from the beginning. Nowhere is this more true than in the hospitality industry.

Hospitality Team Members can work for any number of organisations.. The immersive educational experience will allow them to develop the hospitality skills they'll need in order to recognise customer needs and knowing how to match products and services. TQUK's end-point assessment will verify that your apprentice's skills are up to particular standards, including communicating with customers, and intimately knowing the business in which they operate.



**Duration:** 12 months  
**LARS Number:** 96  
**Standard Number:** ST0233  
**Level:** 2  
**Funding Band:** 7 (£5,000)

**Fee:** £750

- Payable at registration: £187 (25%)\*
- Payable at Gateway: £563 (75%)\*\*

#### Functional Skills:

- Level 1 Award in Functional Skills English. Attempted Level 2 Award in Functional Skills English.
- Level 1 Award in Functional Skills Mathematics. Attempted Level 2 Award in Functional Skills Maths.

#### Industry Requirements:

- Completed prior to enrolment: Level 1 Functional Skills in English and Mathematics
- Completed prior to completion: Competence clearly evidenced by the on-programme progression review meetings and records

**Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\*25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\*75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes. TQUK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## HOSPITALITY TEAM MEMBER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of four equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Business Project</b>	The 800-1,200 word project is designed to give the apprentice the opportunity to demonstrate their wider understanding of the business they are working in and in particular identify and 'think through' how an improvement could be made to the way it operates. <b>Distinction = 3/Pass = 1</b>
<b>Professional Observation</b>	The practical assessment is an observation of the apprentice in a working, hospitality-based environment. During the allotted time, the apprentice should have the opportunity, if required, to move from one area/function of the business to another in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives. <b>Distinction = 3/Pass = 1</b>
<b>Situational Judgement Test</b>	A 90 minute Situational Judgement Test with scenario based questions must be completed under controlled conditions. This will be externally set and marked automatically by the assessment organisation and will cover the core and relevant specialist function. <b>Distinction = 2/Pass = 1</b>
<b>Professional Discussion</b>	In the concluding assessment element, the End-Point Assessor leads a 40 minute discussion with the apprentice, the employer can be present to offer their support. This time also includes 10 minutes for presentation of the Business Project, including questions and answers. Questions in relation to the period of learning, development and continuous assessment, coverage of the standard and personal development will be covered. <b>Distinction = 2/Pass = 1</b>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

GRADE		Situational Judgement + Professional Discussion		
		2	3	4
Practical Observation + Business Project	2	Pass	Pass	Pass
	4	Pass	Pass	Pass
	6	Pass	Distinction	Distinction

## HOSPITALITY SUPERVISOR

### THE STANDARD

Hospitality Supervisors work across a variety of businesses and provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. Motivating their team is their raison d'être and they work tirelessly to achieve whatever goal they set out to do through their team.

The Hospitality Supervisor apprenticeship is the next step up from the Hospitality Team Member apprenticeship. Your apprentice has immersed themselves in training and work experience, learning supervision and leadership techniques needed to excel in their role.



**Duration:** 12 months  
**LARS Number:** 138  
**Standard Number:** ST0230  
**Level:** 3  
**Funding Band:** 8 (£5,000)  
**Fee:** £750

- Payable at registration: £187 (25%)\*
- Payable at Gateway: £563 (75%)\*\*

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Industry Requirements:**

- Completed Prior to enrolment: Level 1 Functional Skills in English and Mathematics
- Completed prior to completion: Evidence of the relevant behaviours, Level 2 in Maths and English, Undertaken a self-assessment

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## HOSPITALITY SUPERVISOR

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of four equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Practical Observation</b>	In the concluding assessment element, the End-Point Assessor leads a 90 minute discussion with the apprentice, the employer can also be present to support. The discussion can be planned in advance to allow the apprentice to prepare fully for the discussion which will include areas of the standard not seen in the Practical Observation or Business Project. <b>Distinction = 3/Pass = 1</b>
<b>Business Project</b>	The 2,000-5,000 word project is designed to give the apprentice the opportunity to demonstrate their wider understanding of the business they are working. Involving the gathering and reviewing of information before making recommendations to management, the written report should be submitted and followed by a 30 minute presentation of the project with a Q&A session. <b>Distinction = 3/Pass = 1</b>
<b>Situational Judgement Test</b>	A 120 minute Situational Judgement Test with scenario based questions must be completed, timings include 30 minutes worth of reading time. This will be externally set and marked automatically by the assessment organisation and will cover the core and relevant specialist function. <b>Distinction = 2/Pass = 1</b>
<b>Professional Discussion</b>	The practical assessment is a four-hour observation of the apprentice in a working, hospitality-based environment. During the allotted time, the apprentice should have the opportunity, if required, to move from one area/ function of the business to another in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives. <b>Distinction = 2/Pass = 1</b>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

<b>GRADE</b>		<b>Situational Judgement + Professional Discussion</b>		
		2	3	4
<b>Practical Observation + Business Project</b>	2	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>
	4	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>
	6	<b>Pass</b>	<b>Distinction</b>	<b>Distinction</b>

## COMMIS CHEF

### THE STANDARD

Many culinary careers begin with an apprenticeship. As training progresses, and skills and behaviours are learned, apprentices begin to take on new experience and confidence. Within an environment that incubates in their formative years, great works of gastronomy are born.

The Commis Chef is the most common starting position in a kitchen. They prepare food and carry out basic tasks while soaking in their environment and learning trade techniques from a senior chef. While each journey will vary from person to person, it is important to understand the basics of cooking to create a solid foundation on which the apprentice can grow and evolve through their career.



**Duration:** 12-18 months

**LARS Number:** 9081

**Standard Number:** ST0228

**Level:** 2

**Funding Band:** 12 (£9,000)

**Fee:** £1350

- Payable at registration: £337 (25%)\*
- Payable at Gateway: £1013 (75%)\*\*

**Functional Skills:**

- Level 1 Award in Functional Skills English. Attempted Level 2 Award in Functional Skills English.
- Level 1 Award in Functional Skills Mathematics. Attempted Level 2 Award in Functional Skills Maths.

**Industry Requirements:**

- Completed prior to enrolment: Level 1 Functional Skills in English and Mathematics
- Completed prior to completion: Competence clearly evidenced by the on-programme progression review meetings and records
- Completed Recipe Log

**Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes. Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## COMMIS CHEF

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of four equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Practical Observation</b>	The practical assessment is an observation of the apprentice in the kitchen environment and must include customer interaction. During the three hour observation, the apprentice should have the opportunity to demonstrate competence in preparation, cooking service of dishes in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives. Time here may be split to cover preparation and service. <b>Distinction = 3/Pass = 1</b>
<b>Culinary Challenge</b>	The apprentice will use the Culinary Challenge to display both precision and creativity. This is a two-hour observation in a controlled environment and involves the production of a two-course meal in two hours from the organisation's menu. The apprentice will discuss and agree on the dishes with the independent End-Point Assessor at the first meeting and they will prepare a full recipe with time plan prior to assessment. <b>Distinction = 3/Pass = 1</b>
<b>Situational Judgement Test</b>	A 90-minute Situational Judgement Test with scenario based questions must be completed. This will be externally set and marked automatically by the assessment organisation. This will be undertaken either on the employer's premises or off-site. <b>Distinction = 2/Pass = 1</b>
<b>Professional Discussion</b>	In the concluding assessment element, the End-Point Assessor leads a 40-minute discussion with the apprentice; this includes 10 minutes to review recipe logs. The Professional Discussion is a structured discussion between the apprentice and their independent End-Point Assessor. The employer will be present at this discussion to provide further examples and support (but not lead) the apprentice. The employer in no way scores the discussion. <b>Distinction = 2/Pass = 1</b>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

GRADE		Situational Judgement + Professional Discussion		
		2	3	4
Practical Observation + Culinary Challenge	2	Pass	Pass	Pass
	4	Pass	Pass	Pass
	6	Pass	Distinction	Distinction

## CHEF DE PARTIE

### THE STANDARD

A chef de partie is responsible for running a specific section of the kitchen. This type of chef usually manages a small team of workers, which they must keep organised so that dishes go out on time and the work area remains clean and orderly.

However, in smaller kitchens, a chef de partie may work independently as the only person in their section. Also known as a station or section chef, the chef de partie reports to the senior chef and has a very important role in any kitchen.

There are four assessment activities for the chef de partie independent end assessment. The on-demand test, practical observation and culinary challenge may be undertaken in any order and the professional discussion must be the last activity completed. All assessment activities must be completed within two months.



- Duration:** 12 months
- LARS Number:** 169
- Standard Number:** ST0227
- Level:** 3
- Funding Band:** 12 (£9,000)
- Fee:** £1450
  - Payable at registration: £362 (25%)\*
  - Payable at Gateway: £1088 (75%)\*\*
- Functional Skills:**
  - Level 2 Award in Functional Skills English
  - Level 2 Award in Functional Skills Mathematics
- Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* **25%** registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* **75%** fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## CHEF DE PARTIE

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of four equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Practical Observation</b>	The practical assessment is an observation of the apprentice in the kitchen environment and must include customer interaction. During the four hour observation the apprentice should have the opportunity to demonstrate competence in preparation, cooking and service of dishes in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives. <b>Distinction = 3/Pass = 1</b>
<b>Culinary Challenge Project</b>	The apprentice will use the culinary challenge to display both precision and creativity. The challenge requires the apprentice to design and cost a menu, comprising three starters, three main courses and three desserts. They will then produce a three-course meal for two people in three hours, comprising one starter, one main course and one dessert from their menu. The apprentice will prepare a full recipe with time plan prior to the assessment. <b>Distinction = 3/Pass = 1</b>
<b>On-Demand Test</b>	The two-hour On-Demand test (including 30 minutes reading time) will be scenario based, requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. The questions will cover a representative sample of the grading criteria, be externally set and marked by an assessment organisation and be undertaken either on the employer's premises or off-site. <b>Distinction = 2/Pass = 1</b>
<b>Professional Discussion</b>	The 90-minute professional discussion is a structured discussion between the apprentice and their independent end assessor and includes 30 minutes for a review of log of dishes and costings for the culinary challenge. The discussion will be planned in advance to allow the apprentice to prepare fully and will include a range of question covering the period of learning, development and continuous assessment, coverage of the standard and personal development and reflection. <b>Distinction = 2/Pass = 1</b>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

GRADE	On-Demand Test + Professional Discussion			
	2	3	4	
Practical Observation + Culinary Challenge	2	Pass	Pass	Pass
	4	Pass	Pass	Pass
	6	Pass	Distinction	Distinction

## SENIOR PRODUCTION CHEF

### THE STANDARD

A Senior Production Chef strives to produce customers' meals consistently to perfection according to predetermined specifications. They have the ability to work independently and lead a team in often hot and highly challenging kitchen environments. A Senior Production Chef is likely to work in organisations where brands, recipes and menus have been created by a central development team.

A Senior Production Chef and their team work quickly and efficiently, producing food often in high volumes, which is repeated day after day, requiring energy, highly methodical organisational skills and attention to detail.

There are three assessment activities for independent end assessment. All assessment activities must be completed within two months.



**Duration:** 12 months  
**LARS Number:** 139  
**Standard Number:** ST0232  
**Level:** 3  
**Funding Band:** 8 (£5,000)  
**Fee:** £750

- Payable at registration: £187 (25%)\*
- Payable at Gateway: £563 (75%)\*\*

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## SENIOR PRODUCTION CHEF

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of three equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Practical Observation</b>	The practical assessment is an observation of the apprentice in the production kitchen environment. During the four hour observation, the apprentice should have the opportunity, if required, to move from one area/function of the business to another in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives. <a href="#">Pass/Fail</a>
<b>On-Demand Test</b>	The 90 minute On-Demand test will be scenario based, requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. The 45 question test will cover a representative sample of the grading criteria, be externally set and marked by an assessment organisation and be undertaken either on the employer's premises or off-site. <a href="#">Pass/Distinction</a>
<b>Professional Discussion</b>	The 1 hour professional discussion is a structured discussion between the apprentice and their independent end assessor. The discussion will be planned in advance to allow the apprentice to prepare fully and will include a range of question covering the period of learning, development and continuous assessment, coverage of the standard and personal development and reflection. The professional discussion will recognise areas which have already been covered in the observation so as not to re-assess an area in which the apprentice has already demonstrated competence. <a href="#">Pass/Distinction</a>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Practical Observation	On-Demand Test	Professional Discussion	Grade
Pass	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Pass
		Distinction	Distinction
Any Assessment Graded Fail			Fail

## HOSPITALITY MANAGER THE STANDARD

A hospitality manager works across a huge variety of organisations including bars, restaurants, cafés, conference centres, banqueting venues, hotels and contract caterers. These managers generally specialise in a particular area, however their core knowledge, skills and behaviours are aligned.

Common to all managers in this role is their passion for exceeding customers' expectations. A hospitality manager has a high level of responsibility and is accountable for fulfilling the business vision and objectives, which requires excellent business, people and customer relation skills. Individuals in this role are highly motivated team leaders that combine a talent for management and specific industry skills and thrive on the customer-facing nature of the role.



**Duration:** 18 months  
**LARS Number:** 223  
**Standard Number:** ST0229  
**Level:** 4  
**Funding Band:** 9 (£6,000)  
**Fee:** £900

- Payable at registration: £225 (25%)\*
- Payable at Gateway: £675 (75%)\*\*

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* **25%** registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* **75%** fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## HOSPITALITY MANAGER ASSESSMENT PLAN

The synoptic end-point assessment will consist of three equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>On-Demand Test</b>	A 90-minute On-Demand Test with 35 scenario based questions must be completed, timings include 30 minutes worth of reading time. This will be externally set and marked automatically by the assessment organisation and will cover the core and relevant specialist function. <b>Distinction = 2/Pass = 1</b>
<b>Business Project</b>	To be researched and written within the 2-month assessment window and submitted at least 7 working days prior to the professional discussion, the 9,000-word business project is designed to give the apprentice the opportunity to demonstrate their wider understanding of the business they are working. The project should look at devising a proposal for an opportunity/challenge/idea to make an improvement to the business. <b>Distinction = 3/Pass = 1</b>
<b>Professional Discussion</b>	In the concluding assessment element, the End-Point Assessor leads a 90-minute discussion with the apprentice, the employer can also be present to support. The discussion can be planned in advance to allow the apprentice to prepare fully for the discussion which will include areas of the standard not seen in the On-Demand Test or Business Project. <b>Distinction = 2/Pass = 1</b>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

		GRADE
<b>On-Demand Test + Business Project + Professional Discussion</b>	3	Pass
	4	Pass
	5	Pass
	6	Distinction
	7	Distinction



## PRODUCTION CHEF

### THE STANDARD

A Production Chef works as part of a team in time-bound and often challenging kitchen environments which can include schools, hospitals, the Armed Forces, care homes and high street casual dining or pub kitchens. They will either report to the Senior Production Chef or the appropriate line manager at the kitchen.

Production chefs are likely to work with centrally developed standardised recipes and menus, producing food often in high volumes. They apply highly methodical organisational skills, energy, accuracy, attention to detail and are mindful of the importance of sustainability and protecting the environment.



**Duration:** 12 months

**LARS Number:** 364

**Standard Number:** ST0589

**Level:** 2

**Funding Band:** 8 (£5,000)

**Fee:** £700

- Payable at registration: £175 (25%)\*
- Payable at Gateway: £525 (75%)\*\*

**Functional Skills:**

- Level 1 Award in Functional Skills English (Attempt Level 2)
- Level 1 Award in Functional Skills Mathematics (Attempt Level 2)

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* **25%** registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* **75%** fee paid at gateway is non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## PRODUCTION CHEF

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of three equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>On-Demand Test</b>	The on-demand test assessment will be a 60-minute objective multiple-choice format test comprising of 30 questions with 1 mark available for each. The test will be scenario based, requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. The questions will cover a representative sample of the grading criteria, be externally set and marked by an assessment organisation and be undertaken either on the employer's premises or off-site. <b>Pass/Distinction</b>
<b>Practical Observation</b>	As a key element of the end-point assessment process, apprentices are required to demonstrate their skills, competence and behaviour in an element job role. The assessment method for these criteria will be via observation. The 120-minute (+/- 10%) practical observation will take place in the workplace by the independent end-point assessor with verbal questioning permitted (on completion of the activity, within the allocated time) to clarify observations. This assessment can be split to cover organisational requirements, preparation and service and must be scheduled when the apprentice will be working in their normal place of work. <b>Pass/Fail</b>
<b>Professional Discussion</b>	The professional discussion is a structured, 40 minute (+/- 10%) discussion between the apprentice and their independent end-point assessor. The amount of questions asked during the professional discussion will vary according to the breadth and depth of the answers given (and how many follow-on questions are required) but as a minimum there must be 7 questions asked to cover all the criteria requirements and give full opportunity for the apprentice to demonstrate all the requirements for a distinction grade.  The discussion will be planned in advance to allow the apprentice to prepare fully and will include a range of question covering the period of learning, development and continuous assessment, coverage of the standard and personal development and reflection. <b>Pass/Distinction</b>

Practical Observation	On-Demand Test	Professional Discussion	Grade
Pass	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Pass
		Distinction	Distinction
Any Assessment Graded Fail			Fail

## CUSTOMER SERVICE PRACTITIONER

### THE STANDARD

A Customer Service Practitioner operates on the front lines of customer interaction, fostering brand awareness and boosting consumer confidence. They interact with customers to make sure their needs are met over a range of media, dealing with orders or payments, offering guidance and support, conducting sales meetings or gaining insight by measuring customer satisfaction. They are often the face of your company, using their experience and training to help grow your business.

Once your apprentice has completed their training program, they will progress to the end-point assessment where their knowledge, skills and behaviours will be tested against the apprenticeship standard.



**Duration:** 12 months

**LARS Number:** 112

**Standard Number:** ST0072

**Level:** 2

**Funding Band:** 6 (£4,000)

**Fee:** £400

- Payable at registration: £100 (25%)\*
- Payable at Gateway: £300 (75%)\*\*

**Functional Skills:**

- Level 1 Award in Functional Skills English. Attempted Level 2 Award in Functional Skills English.
- Level 1 Award in Functional Skills Mathematics. Attempted Level 2 Award in Functional Skills Maths.

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## CUSTOMER SERVICE PRACTITIONER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of three distinct **components**. These are weighted as shown below. Each of them has Pass criteria and Distinction criteria. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Apprentice Showcase (65%)</b>	The Showcase will take place after a minimum of 12 months of the apprenticeship has been completed. The apprentice will be asked to prepare a portfolio demonstrating how they have met/exceeded the minimum requirements set out by the standard and demonstrate your professional competence. The apprentice showcase will be reviewed and assessed by an independent assessor against areas which include understanding the organisation, meeting regulations and legislation and systems and resources. <b>Distinction (70%-100% of the Distinction Criteria)/Pass (100% of the Pass Criteria)</b>
<b>Practical Observation (20%)</b>	The Practical Observation will be scheduled when the apprentice will be in their normal place of work and will be carried out by the independent assessor. The observation will allow the apprentice to demonstrate their knowledge, skills and behaviours. The observation may judge their proficiency in handling a general inquiry and dealing with a customer complaint amongst other things. <b>Distinction (80%-100% of the Distinction Criteria)/Pass (100% of the Pass Criteria)</b>
<b>Professional Discussion (15%)</b>	The Professional Discussion will take place one-on-one between the apprentice and the assessor and will last about one hour. The discussion is meant to further establish the apprentice understands the knowledge, skills and behaviours required of them. It will be structured to draw out their enthusiasm, energy, competence and excellence and will be designed in part by the apprentice and the employer. <b>Distinction (75%-100% of the Distinction Criteria)/Pass (100% of the Pass Criteria)</b>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Apprentice Showcase	Practical Observation	Professional Discussion	GRADE
Pass	Pass	Pass	Pass
		Distinction	Merit
	Distinction	Pass	Merit
		Distinction	Merit
Distinction	Pass	Pass	Merit
		Distinction	Merit
	Distinction	Pass	Merit
		Distinction	Distinction

## IT TECHNICAL SALESPERSON

### THE STANDARD

An IT Technical Salesperson will specialise in the promotion and sale of technical products and services. They will have a vast amount of knowledge about IT and the specific products and services of the company they work for. They will also be able to promote and upsell in a range of situations.

An IT Technical Salesperson will maintain good relationships with existing clients and will gain repeat business where they can form internal and external customers in the UK and abroad. They must also regularly refresh and update their knowledge of existing and new technologies.

**Duration:** Minimum 12 months

**LARS Number:** 142

**Standard Number:** ST0115

**Level:** 3

**Funding Band:** 15 (£12,000)

**Fee:** £1,200/1,500

- Payable at registration: £300/£375 (25%)\*
- Payable at Gateway: £900/£1,125 (75%)\*\*

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* **25%** registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* **75%** fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.



## IT TECHNICAL SALESPERSON

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of four equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Summative Portfolio</b>	The Portfolio will be produced by the apprentice towards the end of the apprenticeship. In the Portfolio, the apprentice will present evidence from real work projects undertaken during their apprenticeship, demonstrating all the Skills, Knowledge and Behaviours set out in the apprenticeship standard. Evidence can include, performance reports, reflective accounts by the apprentice, expert witness testimony and customer feedback.
<b>Synoptic Project</b>	The Project will present evidence from a business-related project that will demonstrate the apprentice's Skills, Knowledge and Behaviours, showcasing their competence, understanding of customer requirements, ability to determine suitable conditions for selling and how they work effectively in a team.
<b>Employer Reference</b>	The employer will provide a reference showcasing their views on the quality of the apprentice's work. A template for the employer's comments will be provided by the End-Point Assessment Organisation. No grade will be given for this assessment activity.
<b>Interview</b>	The interview will be a structured discussion between the apprentice and the Independent Assessor (IA) focusing on the Summative Portfolio and the Synoptic Project, with reference to the Employer Reference, if appropriate. The interview will offer an opportunity to clarify any of the IA's questions about the Portfolio and/or Project, explore any comments raised in the employer's reference, produce judgements about the quality of work and demonstrate further evidence for the IA to make a decision about grading.

The What	The How	The With Whom	GRADE
Expected Level	Expected Level	Expected Level	Pass
	Significantly above the Expected Level	Significantly above the Expected Level	
Significantly above the Expected Level	Significantly above the Expected Level	Expected Level	Merit
	Expected Level	Significantly above the Expected Level	
	Significantly above the Expected Level	Significantly above the Expected Level	Significantly above the Expected Level

## CUSTOMER SERVICE SPECIALIST

### THE STANDARD

A customer service specialist is a role designed to be a 'professional' for direct customer support within any and all sectors and organisation types. The role requires you to be an advocate of Customer Service, acting as a point of contact for more complex or technical customer service requests, complaints, and queries.

An apprentice looking to take on the role of the Customer Service Specialist will often develop into a position of being the escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you will share your knowledge with your wider team and colleagues.

**Duration:** 15 months  
**LARS Number:** 278  
**Standard Number:** ST0071  
**Level:** 3  
**Funding Band:** 6 (£4,000)  
**Fee:** £500

- Payable at registration: £125 (25%)\*
- Payable at Gateway: £375 (75%)\*\*

#### Functional Skills:

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.



## CUSTOMER SERVICE SPECIALIST

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of three equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Practical Observation with Q&amp;A</b>	The practical observation is a 60 minute (=/- 10%) work-placed observation in which the apprentice must be observed by an independent assessor. They must undertake and perform a range of day to day work activities allowing them to demonstrate a range of knowledge, skills and behaviours which are required as part of the standard assessment. During the observation, the apprentice should be able to move from one area/function of the business to another when necessary, in order to best demonstrate their skills in a realistic work environment. <a href="#">Pass/Distinction</a>
<b>Work-based Project</b>	Apprentices must submit a 2500 word, written report (+/-10%), on a project they have carried out, at least 2 weeks prior to an interview date. All work on the project will be undertaken following the Gateway process over a two-month period. The subject of the project report should be agreed with the End-Point Assessment Organisation (EPAO) with guidance from the employer in order to allow them to comment on appropriateness for their business but the EPAO must make a decision to ensure consistency.  The supporting interview will take approximately 60 mins (=/- 10%) and comprise of 10 competency based questions which will focus solely on the project submitted by the apprentice. <a href="#">Pass/Distinction</a>
<b>Professional Discussion</b>	The professional discussion will last 60 minutes (+/-10%) and will include evidence from the on-programme portfolio of evidence which must be submitted at least 2 weeks prior to the professional discussion. The apprentice will extract, from the portfolio, evidence which is suitable for supporting them in their professional discussion. This evidence will consist of between 10 and 15 pieces of evidence related to the standards which apply to the professional discussion. <a href="#">Pass/Distinction</a>

Practical Observation with Q&A	Work Based Project	Professional Discussion	GRADE
Pass	Pass	Pass	Pass
	Pass	Distinction	
	Distinction	Pass	
	Distinction	Distinction	
Distinction	Pass	Pass	Distinction
	Distinction	Pass	
	Pass	Distinction	
	Distinction	Distinction	

## TEACHING ASSISTANT

### THE STANDARD

A Teaching Assistant works in Primary, Special and Secondary education across all age ranges, encompassing special educational needs and emotional vulnerabilities. The primary role of the Teaching Assistant is to support the lead class teacher in enhancing pupils' learning individually or in groups. The Teaching Assistant will ensure pupils understand the work set and learning objectives and will help pupils to stay on task in order to make progress in the learning environment. Apprentices will learn how to promote self-belief and social inclusion and understand how high self-esteem plays an integral part in a pupil's well being, ensuring pupils thrive in a positive, nurturing and safe environment. The apprentice will also actively promote Fundamental British Values through the spiritual, moral, social and cultural development of the pupil to nurture positive behaviours and improve progress.

**Duration:** 18 months

**LARS Number:** 297

**Standard Number:** ST0454

**Level:** 3

**Funding Band:** 8 (£5,000)

**Fee:** £500

- Payable at registration: £125 (25%)\*
- Payable at Gateway: £375 (75%)\*\*

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* **25%** registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* **75%** fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.



## TEACHING ASSISTANT

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of two equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Practical Observation</b>	The practical observation element of the end-point assessment will be carried out over approximately 2 hours with the Question and Answer session lasting around 15 minutes, taking place at the end of each observation. The observation is required to take place within the individual's workplace and they should be allowed to move around the organisation in an effort to demonstrate the key Skills, Behaviours and Knowledge learnt during their apprenticeship. This will help the assessor to establish whether the apprentice has achieved their apprenticeship and work objectives. The aim of the additional question and answer session is to allow the independent assessor to ask any follow-up questions relatable to any partially demonstrated Skills, Behaviours and Knowledge during the observation in order to provide additional assurance. <a href="#">Pass/Distinction</a>
<b>Professional Discussion</b>	The professional discussion assessment component will be a structured discussion between the apprentice and the independent assessor, following the practical observation, to establish the apprentice's understanding and application of the Skills, Knowledge and Behaviours. The required portfolio of evidence should be given to the assessor approximately two weeks prior to the discussion taking place and, although this is not assessed, it will enable the assessor to form the basis of and prepare for the professional discussion. The discussion itself will last for a duration of 90 minutes whilst the portfolio of evidence should be completed during the on-programme learning and contain a minimum of 10 pieces of evidence. <a href="#">Pass/Distinction</a>

Practical Observation with Q&A	Professional Discussion	GRADE
Pass	Pass	Pass
	Distinction	
Distinction	Pass	Distinction
	Distinction	

## CHILDREN, YOUNG PEOPLE & FAMILIES MANAGER

### THE STANDARD

As a Children, Young People and Family Manager you will ensure direction, alignment and commitment within your own practice, your team(s), your organisation and across partnerships to help children, young people and families aspire to do their best and achieve sustainable change. You will build teams, manage resources and lead new approaches to working practices that deliver improved outcomes and put the child, young person or family at the centre of practice.

You may work either as a Manager in Children's Residential Care or as a Children, Young People and Families Manager in the Community in a range of settings in local authorities, within health organisations, educational and early years settings or children's centres, as well as a wide range of private voluntary and community organisations.



**Duration:** 24 months

**LARS Number:** 308

**Standard Number:** ST0087

**Level:** 5

**Funding Band:** 9 (£6,000)

**Fee:** £750

● Payable at registration: £187 (25%)\*

● Payable at Gateway: £563 (75%)\*\*

**Qualifications:**

● Level 5 Diploma in Leadership and management for Residential Childcare  
or

● Level 5 Diploma in Leadership for Health and social Care

**Functional Skills:**

● Level 2 Award in Functional Skills English

● Level 2 Award in Functional Skills Mathematics

**Industry Requirements:**

● Disclosure and Barring Service

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## CHILDREN, YOUNG PEOPLE & FAMILIES MANAGER

Pathway 1	<b>Manager in Children's Residential Care</b> The Families Manager will play a leading role in developing the ethos of the home and creates a sense of purpose and clarity for the long-term care and support of children and young people in residential care.
Pathway 2	<b>Children, Young People and Families Manager within the Community</b> The Families Manager will work to develop an environment that promotes partnership working within a specific working context (e.g. early years, youth, youth justice, family work, special educational needs and disability etc.) and builds consensus and support for improving outcomes together.

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of two equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Situational Judgement Test</b>	The Situational Judgement Test will highlight their competence in the application of the knowledge, skills and behaviours outlined in the standard. The test will be a paper-based written test consisting of 4 questions and will last 45 mins. It will be undertaken alongside the competence interview. The test will be marked by the independent assessor and will form 50% of the final grade. <b>Pass/Distinction</b>
<b>Competence Interview</b>	Apprentice will submit the portfolio at least 3 weeks before the competence interview is due to be held. The portfolio will be reviewed by the assessor and will be the subject of the competence interview. The competence interview is a structured discussion of 55-65 minutes duration between the apprentice and the independent assessor, focusing on the work covered in the portfolio. It will look at both the work the apprentice has undertaken, the strengths demonstrated and will consider any gaps or weaknesses in knowledge, skills or behaviours. <b>Pass/Distinction</b>

Situational Judgement Test	Competence Interview	GRADE
Pass	Pass	Pass
	Distinction	Pass
Distinction	Pass	Pass
	Distinction	Distinction

## CHILDREN, YOUNG PEOPLE & FAMILIES PRACTITIONER

### THE STANDARD

As a Children, Young People and Families Practitioner you will be working with a range of people, including carers, to achieve positive and sustainable change in the lives of children, young people and families. You will demonstrate a passion to care for and about children, young people and families and will be skilled in recognising and assessing the complex needs that children, young people and families often present.

A Families Practitioner will work alongside other professionals and organisations to share the responsibility for improving outcomes of individuals and each piece of work with a child or family will be different, enabling you to exercise judgement on a range of evidence-based approaches to inform your practice.



**Duration:** 24 months

**LARS Number:** 309

**Standard Number:** ST0088

**Level:** 4

**Funding Band:** 9 (£6,000)

**Fee:** £700

● Payable at registration: £175 (25%)\*

● Payable at Gateway: £525 (75%)\*\*

**Qualifications:**

● Level 3 Diploma in Residential Childcare or

● Level 4 Certificate in Higher Education in working with Children, Young People and Families

**Functional Skills:**

● Level 2 Award in Functional Skills English

● Level 2 Award in Functional Skills Mathematics

**Industry Requirements:**

● Disclosure and Barring Service

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* **25%** registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* **75%** fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## CHILDREN, YOUNG PEOPLE & FAMILIES PRACTITIONER

Pathway 1	<b>Practitioner in Children's Residential Care</b> You could be working in a number of settings e.g. a children's home, a residential special school or a secure children's home. You will take the lead in developing and delivering the child's placement plan and will work with the child to support their health, education, social and day to day needs, playing a significant role in helping them to thrive and fulfil their potential.
Pathway 2	<b>Children, Young People and Families Manager within the Community</b> You will understand the importance of and be skilled in, early intervention and safeguarding work. You will manage risk across the spectrum needs for children, young people and families. You may work in settings as diverse as family homes, youth centres, early years, youth justice, children's centres, educational settings and the community.

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of two equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Practical Observation</b>	The purpose of the practical observation is to assess the competency of the apprentice within their work environment. The 55-60 minute observation will be preceded by a 10-minute initial briefing session and be followed by a 15-20 minute question and answer session. <b>Fail/Pass/Distinction</b>
<b>Competence Interview</b>	The purpose of the Competence Interview is to ensure that the apprentice understands and can explain the work presented in their portfolio and that there is no plagiarism involved in the work. It is an opportunity for the assessor to discuss with the apprentice the content of the portfolio, allowing them to seek reassurance, where necessary, that the apprentice meets or exceeds the apprenticeship standard. <b>Fail/Pass/Distinction</b>

Practical Observation	Competence Interview	GRADE
Fail	Fail	Fail
	Pass	Fail
	Distinction	Fail
Pass	Fail	Fail
	Pass	Pass
	Distinction	Pass
Distinction	Fail	Fail
	Pass	Pass
	Distinction	Distinction

## BUSINESS ADMINISTRATOR

### THE STANDARD

Business Administrators are the lifeblood of any organisation. They keep processes running smoothly and make them more efficient in the process. The wide variety of skills they learn during their apprenticeship will allow them to support and engage with many parts of your organisation. They engage with internal and external customers, adding value by firming up processes wherever they go. They are the most flexible and responsive employees around.

TQUK's assessment practices are fair, rigorous and in line with the quality benchmarks outlined in the apprenticeship standard. They ensure your apprentice will have all the knowledge, skills and abilities they need to be successful.



**Duration:** 12-18 months

**LARS Number:** 196

**Standard Number:** ST0070

**Level:** 3

**Funding Band:** 8 (£5,000)

**Fee:** £500

- Payable at registration: £125 (25%)\*
- Payable at Gateway: £375 (75%)\*\*

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* **25%** registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* **75%** fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## BUSINESS ADMINISTRATOR

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of three distinct **components**. These are weighted as shown below. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Knowledge Test (20%)</b>	For the knowledge test, the apprentice will undertake a multiple-choice test to last a maximum of 60 minutes and include 50 equally-weighted questions. The test is to be completed online and requires invigilation. <a href="#">Distinction (80%)/Pass (60%)</a>
<b>Project Presentation (40%)</b>	The project presentation will be a presentation delivered by the apprentice to the apprentice assessor. The project will be an original project or a presentation on an improved existing process. The presentation should last 10-15 minutes with a further 10-15min Q&A session. The presentation should be completed from the 9th month of the apprenticeship. <a href="#">Distinction (80%)/Pass (60%)</a>
<b>Portfolio-Based Interview (40%)</b>	The portfolio-based interview will last for 30-40 minutes and will assess the apprentice's competence, self-reflection, judgement and understanding of their entire apprenticeship. The portfolio will provide a structure for this conversation and should be submitted to the Apprentice Assessment Organisation 1 month before the interview. The portfolio will consist of evidence of the apprentice's understanding of the purpose of the organisation, the value of their role, their ability to produce records or documents and professional behaviours. <a href="#">Distinction (80%)/Pass (60%)</a>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Knowledge Test + Interview + Project Presentation	GRADE
80 - 100	Distinction
60 - 79	Pass



## ASSOCIATE PROJECT MANAGER

### THE STANDARD

Business projects, because of their complexity, must be well managed to ensure their success. An Associate Project Manager will help manage projects by knowing what needs to be achieved, how it will be achieved, how long it will take and what it will cost. They will work closely with a motivated and integrated project team and use their own skills, experience and knowledge to effectively meet the required project outcomes. To be successful in their role, an Associate Project Manager must develop great organisational, planning, leadership, management and communication skills. Associate Project Managers' job titles may vary across organisations, but they typically include: Assistant Project Manager, Junior Project Manager or Project Team Leader. Some companies may also use 'Project Manager' as a generic job title.



**Duration:** 24 Months

**LARS Number:** 128

**Standard Number:** ST0310

**Level:** 4

**Funding Band:** 12 (£9,000)

**Fee:** £1,000

- Payable at registration: £250 (25%)\*
- Payable at Gateway: £750 (75%)\*\*

**Qualifications:**

- IPMA Level D Qualification or APM Project Management Qualification

**Functional Skills:**

- Level 2 Award in Functional Skills English.
- Level 2 Award in Functional Skills Maths.

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

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## ASSOCIATE PROJECT MANAGER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of two distinct **components**. These are weighted as shown below. Each of them has Pass criteria and Distinction criteria. In order to pass the apprenticeship, the apprentice is required to pass each component.

The apprentice is required to completed a Portfolio of evidence, which will be a written submission by the apprentice that will demonstrate Skills, Knowledge and Behaviours required by the apprenticeship standard. The Portfolio must be submitted for review a month before the Presentation and Professional Discussion. The portfolio will also need to include self-assessments and achievement logs completed by the apprentice as part of a regular performance management process with their line manager.

<b>Presentation</b>	The apprentice must agree which 15 out of 17 learning areas will provide the focus. They must then decide which 5 out of 15 learning areas will be the focus of the presentation. The apprentice's presentation will last for a minimum of an hour, and will be based on their Portfolio. Panel members will review the Portfolio to produce questions in the Presentation that will explore the apprentice's understanding of the learning areas. The apprentice should demonstrate their knowledge in each of their 5 learning areas, each of which will be graded out of 5, with a maximum score of 25 points. <a href="#">Pass/Merit/Distinction</a>
<b>Professional Discussion</b>	The Professional Discussion will focus on the other 10 learning areas that the apprentice chose. The Professional Discussion will last for a minimum of an hour. Again the Professional Discussion will be based on the apprentices' Portfolio. Questions will be adapted based on a review of the Portfolio. The apprentice will be assessed on each of their chosen 10 learning areas, each of which will be scored out of 5, with a maximum score of 50 points. <a href="#">Pass/Merit/Distinction</a>

Overall Score	GRADE
45-55	Pass
56-65	Merit
66-75	Distinction

## LEARNING AND DEVELOPMENT PRACTITIONER

### THE STANDARD

Learning and Development (L&D) Practitioners specialise in the creation of new and useful learning and training programmes, primarily for employees of organisations. L&D Practitioners work with organisations to design training programmes, deliver training and sustain the benefits of this training by working with managers and stakeholders. An L&D Practitioner will have experience in a particular field, whether it be technical, vocational or behavioural, such as food preparation, software design or any number of other areas. They will use their area expertise and L&D skills to improve business performance and achieve an organisation's goals by understanding how people learn and apply that learning in the workplace. L&D Practitioners can work in a wide range of organisations across the public, private or third sectors.



- Duration:** 8-12 months
- LARS Number:** 326
- Standard Number:** ST0526
- Level:** 3
- Funding Band:** 9 (£6,000)
- Fee:** £900
  - Payable at registration: £250 (25%)\*
  - Payable at Gateway: £675 (75%)\*\*
- Functional Skills:**
  - Level 2 Award in Functional Skills English.
  - Level Level 2 Award in Functional Skills Maths.
- Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## LEARNING AND DEVELOPMENT PRACTITIONER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of two distinct **components**. These are weighted as shown below. Each of them has Pass criteria and Distinction criteria. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Work Based Project and Professional Discussion</b>	<p>The apprentice will undertake a Work Based Project which will take the form of an executive summary-style report of 2,250 words (+/- 10%). It will require the implementation of a learning and development solution to a real business problem. It should be based on the apprentice's work experiences and will show how they demonstrate aspects of core Skills, Knowledge and Behaviours outlined in the apprenticeship standard. The project will be submitted 1 month prior to the end of the 5 month End-Point Assessment period.</p> <p>The Professional Discussion will take 60 minutes (+/- 10%) and will address the Work Based Project. The assessor will ask the apprentice 8-10 open questions that will complement the work done in the Project, testing the content of the project and the apprentice's competence. <a href="#">Pass/Distinction</a></p>
<b>Presentation Based on Learning Journal</b>	<p>On commencement of the apprenticeship, apprentices are required to start developing a Learning Journal. The apprentice will record learning events (I.E designing learning, observing colleagues, providing coaching sessions) in their Journal up until the Gateway stage. Entries can include any number of media, including blogs, diaries and social media posts.</p> <p>The 20-minute presentation will provide the opportunity to demonstrate attained Skills, Knowledge and Behaviours and use examples from the Journal to demonstrate evidence and lessons learned. The Presentation should cover three examples from the Journal that best demonstrate how they have developed their learning and development practices and/or how they developed their understanding of best practice in a particular area. The presentation will be followed by a 25 minute Q&amp;A session conducted by the assessor. <a href="#">Pass/Distinction</a></p>

Work Based Project and Professional Discussion	Presentation Based on Learning Journal	GRADE
Pass	Pass	Pass
	Distinction	Pass
Distinction	Pass	Merit
	Distinction	Distinction

## LEARNING AND DEVELOPMENT CONSULTANT

### THE STANDARD

A Learning and Development (L&D) Consultant is responsible for identifying skills and gaps in individuals, groups and teams, and finding appropriate learning and development techniques such as training to fill these gaps and improve their organisation. L&D Consultants also ensure that the L&D techniques they recommend align with the strategic objectives of the business. This apprenticeship role can be a generalist L&D Consultant or more specialised, where apprentices can focus on a specific area such as organisation development, digital learning or talent management. Regardless of the area of focus, the role requires good knowledge across all areas of L&D, and is business and future focused.



**Duration:** 18-24 months  
**LARS Number:** 325  
**Standard Number:** ST0072  
**Level:** 5  
**Funding Band:** 10 (£7,000)  
**Fee:** £1,050

- Payable at registration: £262.50 (25%)\*
- Payable at Gateway: £787.50 (75%\*\*)

#### Qualifications:

- No qualifications are mandated, but employers may wish to select suitable ones to support delivery

#### Functional Skills:

- Level 2 Award in Functional Skills English.
- Level 2 Award in Functional Skills Maths .

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

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## LEARNING AND DEVELOPMENT CONSULTANT

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of two distinct **components**. These are weighted as shown below. Each of them has Pass criteria and Distinction criteria. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Work Based Project with Professional Discussion</b>	<p>The Apprentice must first complete a Work Based Project before going into a Professional Discussion which is based on the Project. The Work Based Project is a 5,000 word formal business report where the apprentice demonstrates their L&amp;D consultancy skills in dealing with a real business problem or objective. It should describe how the project was delivered and focus on the actions and decisions the apprentice took, analysing the reasons why and describing the outcomes achieved. The project should also include evidence of how the project was delivered and its outcomes, such as relevant emails, evidence of return on investment and client feedback.</p> <p>The 75 minute Professional Discussion will be based on the Work Based Project. The Independent Assessor (IA) will ask the apprentice 10-12 open questions in order to test the project content, the competence the apprentice has displayed and their understanding of what they've delivered in the project. <a href="#">Pass/Distinction</a></p>
<b>Presentation and Q&amp;A based on Learning Journal</b>	<p>The Presentation will be 15 minutes long where the apprentice talks about their key points from their Learning Journal followed by a 30 minute Q&amp;A session with the IA. The IA will ask the apprentice 5-7 open questions which should allow them to further test components of the Learning Journal which needed more investigation, the content of the presentation and the apprentice's depth of understanding, and also assess their performance against the distinction criteria. <a href="#">Pass/Distinction</a></p>

Work Based Project and Professional Discussion	Presentation and Q&A based on Learning Journal	GRADE
Pass	Pass	Pass
	Distinction	Pass
Distinction	Pass	Merit
	Distinction	Distinction

## OPERATIONS/ DEPARTMENTAL MANAGER

### THE STANDARD

When organisations reach a certain level of complexity, managers are needed to come in and oversee day-to-day operations will increase. Your Operations/Departmental Manager apprentice will learn a wide array of skills, including knowledge of management and operations theory to ensure your business runs as smoothly as possible.

During their apprenticeship, your apprentice will learn how to manage teams and projects in line with your company's strategies and vision. They'll assimilate an understanding of project and people management, finances, how to build inter-organisational relationships, excellent communication skills and decision making abilities.



**Duration:** 2.5 years

**LARS Number:** 104

**Standard Number:** ST0385

**Level:** 5

**Funding Band:** 12 (£9,000)

**Fee:** £950

- Payable at registration: £238 (25%)\*
- Payable at Gateway: £712 (75%)\*\*

**Qualifications:**

- TQUK Level 5 Diploma in Management and Leadership (RQF) (Recommended but not required)

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

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## OPERATIONS/DEPARTMENTAL MANAGER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of five distinct **components**. These are weighted as shown below. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Knowledge Test (30%)</b>	This portion of the End-Point Assessment is designed to test the apprentice's knowledge of what they've learned throughout the apprenticeship. A series of different scenarios and situations will be used that will require responses demonstrating your knowledge of the particular topic. The test may be delivered online or may be paper-based and will likely be multiple choice. The Apprentice Assessment Organisation will set out the test specification including the number of questions to be included, time allowed and conditions for invigilation to ensure consistency and quality. The level of difficulty is what would be expected of an apprentice to achieve taking a Level 5 Diploma or equivalent. <a href="#">Distinction (70%) / Pass (50%)</a>
<b>Competency-Based Interview (20%)</b>	The knowledge requirements within the Standard will be tested using a structured series of questions to assess the apprentice's knowledge to ensure all aspects are given coverage. The interview can be conducted using a range of media (telephone interview, live media, online or written), whichever is the most appropriate for the apprentice. <a href="#">Distinction (70%) / Pass (50%)</a>
<b>Work-Based Project, Presentation and Q&amp;A Session (10%)</b>	The Work Based Project is one that represents the skills, knowledge and behaviours outlined in the Standard. It provides a substantive evidence base from a business related project to demonstrate the application of skills and knowledge. The project will take place towards the end of the apprenticeship – likely to be during the 6 months. Each project must demonstrate the application of knowledge and skills to meet the outcomes in the standard, the approach to planning and completion of the project and the application of behaviours from the standard. <a href="#">Distinction (70%) / Pass (50%)</a>
<b>Knowledge Test (20%)</b>	A portfolio comprising of evidence, including written statements, reports, presentations, observations, manager feedback, to be reviewed by the assessor. All evidence will be reviewed against the apprenticeship standard. <a href="#">Distinction (70%) / Pass (50%)</a>
<b>Competency-Based Interview (20%)</b>	Face to face interview. Apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship, including details of any formal or informal learning or discussions had through Professional Bodies. <a href="#">Distinction (70%) / Pass (50%)</a>

Once the five assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Knowledge Test + Interview + Portfolio Evidence + Work based project and Q&A + Professional discussion	GRADE
70 - 100	Distinction
60 - 69	Merit
50 - 59	Pass

## TEAM LEADER/ SUPERVISOR THE STANDARD

All teams need leaders. Team Leader/Supervisor apprentices are the first line manager who will dedicate themselves to achieving whatever goals you set out. They make your employees more focused and efficient in delivering results.

Throughout the apprenticeship, your apprentice will have learned how to lead and manage people, build relationships across departments and organisations, manage projects and master effective communication skills.

When your apprentice undergoes TQUK's end-point assessment, they'll have the opportunity to prove their mastery of all the knowledge, skill and behaviours they will need to excel.



- Duration:** 12-18 months
- LARS Number:** 105
- Standard Number:** ST0384
- Level:** 3
- Funding Band:** 8 (£5,000)
- Fee:** £500
  - Payable at registration: £125 (25%)\*
  - Payable at Gateway: £375 (75%)\*\*
- Qualifications:**
  - TQUK Level 3 Diploma in Management (RQF) (Recommended but not required)
- Functional Skills:**
  - Level 2 Award in Functional Skills English
  - Level 2 Award in Functional Skills Mathematics
- Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## TEAM LEADER/SUPERVISOR ASSESSMENT PLAN

The synoptic end-point assessment will consist of four distinct **components**. These are weighted as shown below. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Knowledge Test (30%)</b>	This is designed to test the apprentice's knowledge of what they've learned throughout the apprenticeship. A series of different scenarios and situations will be used that will require responses demonstrating their knowledge of the particular topic. The test may be delivered online or may be paper-based and will likely be multiple choice. The Apprentice Assessment Organisation will set out the test specification including the number of questions to be included, time allowed and conditions for invigilation. The test difficulty will be approximately the same as achieving a Level 3 Diploma or equivalent. <a href="#">Distinction (+70%) / Merit (+60%) / Pass (+50%)</a>
<b>Competency-Based Interview (30%)</b>	This is an interview between the apprentice and the independent apprentice assessor. Knowledge requirements and their application will be tested using a structured series of questions to assess the apprentice's knowledge. The interview can be conducted using a range of media (telephone interview, live media, online or written). <a href="#">Distinction (+70%) / Merit (+60%) / Pass (+50%)</a>
<b>Professional Discussion (20%)</b>	The apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship, which will include activity undertaken during the Level 3 Diploma: Any assignments or projects, details of any formal or informal learning undertaken and details of any professional discussions undertaken or support provided through Professional Bodies. The Independent Assessor will undertake a Professional Discussion with the apprentice to identify the objective of the activity and reflect on the outcome and how learning gained was applied. <a href="#">Distinction (+70%) / Merit (+60%) / Pass (+50%)</a>
<b>Submission of Portfolio (20%)</b>	The apprentice will compile a portfolio of evidence (preferably in an online portfolio with written, audio and video evidence) that will be reviewed and assessed by the independent assessor, who makes a judgement on the quality of the work. The evidence contained in the portfolio will be a range of materials and documents generated over the period of the apprenticeship and which provide evidence of your ability to apply and demonstrate team leading and management concepts. <a href="#">Distinction (+70%) / Merit (+60%) / Pass (+50%)</a>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Knowledge Test + Interview + Portfolio Evidence + Professional discussion	GRADE
70 - 100	Distinction
60 - 69	Merit
50 - 59	Pass

## HAIR PROFESSIONAL THE STANDARD

Hair Professionals are dedicated to giving their customers the confidence that comes with an amazing hairdo. The two distinct Hair professional streams – Barber and Hairdresser – will both learn the fundamentals of hair shaping and care, such as shampooing and conditioning, cutting, styling and finishing hair with cutting techniques, and colouring and lightening hair. Barbers will learn how to cut and shape facial hair and provide shaving services for men.

Both barbers and hairdressers, by the end of their apprenticeship, will be able to work with a variety of different hair types with ease.



**Duration:** 24 months  
**LARS Number:** 157  
**Standard Number:** ST0213  
**Level:** 2  
**Funding Band:** 12 (£9,000)  
**Fee:** £350

- Payable at registration: £87.50 (25%)\*
- Payable at Gateway: £262.50 (75%)\*\*

### Qualifications:

- Level 2 Diploma for Hair Professionals (Hairdressing) (RQF), or
- Level 2 Diploma for Hair Professionals (Barbering) (RQF)

### Functional Skills:

- Level 1 Award in Functional Skills English. Attempted Level 2 Award in Functional Skills English.
- Level 1 Award in Functional Skills Mathematics. Attempted Level 2 Award in Functional Skills Maths.

**Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes. Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## HAIR PROFESSIONAL ASSESSMENT PLAN

The assessment will consist of two distinct **components**.

<b>Practical Observation</b>	<b>Hairdressing:</b> Cut hair using a range of techniques, Style and finish hair, Colour and lighten hair using a range of techniques. <a href="#">Distinction/Pass</a>
	<b>Barbering:</b> Cut hair using a range of techniques, Style and finish men's hair, Colour facial hair into shape, Shaving services. <a href="#">Distinction/Pass</a>
<b>Oral Questioning</b>	<b>Hairdressing:</b> Cut hair using a range of techniques, Style and finish hair, Colour and lighten hair using a range of techniques. <a href="#">Distinction/Pass</a>
	<b>Barbering:</b> Cut hair using a range of techniques, Style and finish men's hair, Colour facial hair into shape, Shaving services. <a href="#">Distinction/Pass</a>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Practical observation	Oral questioning	GRADE
<b>Pass</b> The candidate has been able to: <ul style="list-style-type: none"> <li>• Manage and run a column within expected service times.</li> <li>• Work hygienically and have a professional attitude.</li> <li>• Effectively use a variety of techniques to create a range of looks.</li> <li>• Use products accurately and maintain style.</li> <li>• Maintain client comfort.</li> </ul>	<b>Pass</b> The candidate has been able to answer the questions accurately.	<b>Pass</b>
<b>Distinction</b> The candidate has been able to: <ul style="list-style-type: none"> <li>• Be organised and proactive in their work, be efficient with their time and give constant attention to detail.</li> <li>• Utilise and maximise a very wide range of techniques, tools and products to maximise the effects of looks, taking into account immediate effects and long-term maintenance.</li> <li>• Take product and service advice beyond the basic, backed up by evidence and understanding of outcomes.</li> <li>• Consider client comfort at all times.</li> </ul>	<b>Distinction</b> The candidate has been able to answer questions and demonstrate a depth of understanding about the subject in question.	<b>Distinction</b>

## RETAILER THE STANDARD

Above all else, retailers must be passionate about delivering a quality service that always aims to exceed customers' expectations. Given that the main purpose of a retailer is to assist customers when they purchase products and services they must enjoy direct contact with a wide range of people and be motivated by completing a sale and knowing a customer is happy with their purchase.

Regardless of the type of products and services being sold, a wide representation of employers from across the retail industry have defined this standard and agreed that the knowledge, skills and behaviours that apprentices must have to do their job are the same.



**Duration:** 12 months

**LARS Number:** 101

**Standard Number:** ST0327

**Level:** 2

**Funding Band:** 8 (£5,000)

**Fee:** £700

- Payable at registration: £175 (25%)\*
- Payable at Gateway: £525 (75%)\*\*

**Functional Skills:**

- Level 1 Award in Functional Skills English Attempted Level 2 Award in Functional Skills English
- Level 1 Award in Functional Skills Mathematics Attempted Level 2 Award in Functional Skills Mathematics

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## RETAILER ASSESSMENT PLAN

The synoptic end-point assessment will consist of three distinct **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>On-Demand Test</b>	The 30-minute On-Demand Test will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. Completed under controlled conditions, this will be externally set and marked automatically by the assessment organisation and will cover the core and relevant specialist function. <a href="#">Pass</a>
<b>Practical Observation</b>	The practical assessment is an observation of the apprentice in the retail environment and must include customer interaction. During the two-hour observation, the apprentice should have the opportunity, if required to move from one area/function of the business to another in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives. <a href="#">Distinction/Pass</a>
<b>Professional Discussion</b>	Planned in advance to allow the apprentice to prepare fully, the Professional Discussion is the final part of the assessment of the Retailer apprenticeship standard. A 60-minute discussion between the apprentice and the independent end assessor will take place and will be structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence. <a href="#">Distinction/Pass</a>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

On-Demand Test	Practical Observation	Professional Discussion	<b>GRADE</b>
<a href="#">Pass</a>	Demonstrating competence against all of the <a href="#">Pass assessment criteria</a> .		<b>Pass</b>
	Competence against all of the <a href="#">Pass assessment criteria</a> . + Consistency, use of initiative, and outstanding communication skills. ( <a href="#">Distinction assessment criteria</a> )		<b>Distinction</b>

## RETAIL TEAM LEADER THE STANDARD

A retail team leader should deliver exceptional customer service and a positive experience for customers. They provide critical support to managers and may deputise in their absence. Retail team leaders may guide and coordinate the work of the team, identify and explore opportunities that drive sales and ensure team members maintain business standards in relation to merchandising, service and promotional activities.

Retail team leaders are critical to supporting managers and the role is dynamic and in one day can involve a variety of different functions. On a day to day basis, a retail team leader gains the most of their team, ensuring they are fully trained and work effectively and to the best of their ability.



**Duration:** 12 months  
**LARS Number:** 140  
**Standard Number:** ST0326  
**Level:** 3  
**Funding Band:** 8 (£5,000)  
**Fee:** £700

- Payable at registration: £175 (25%)\*
- Payable at Gateway: £525 (75%)\*\*

**Functional Skills:**

- Level 1 Award in Functional Skills English Attempted Level 2 Award in Functional Skills English
- Level 1 Award in Functional Skills Mathematics Attempted Level 2 Award in Functional Skills Mathematics

**Payment Terms:** TQUK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\* 25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\* 75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## RETAIL TEAM LEADER ASSESSMENT PLAN

The synoptic end-point assessment will consist of three distinct **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>On-Demand Test</b>	The 60-minute On-Demand Test will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. Completed under controlled conditions, this will be externally set and marked automatically by the assessment organisation and will cover the core and relevant specialist function. <b>Pass</b>
<b>Retail Business Project</b>	A project requiring the apprentice to look at an immediate opportunity, problem, challenge or idea within their retail environment. This could be a project to identify a potential cost saving for the business through improving efficiency, reducing waste or finding alternative ways of working to achieve business objectives and should include a research proposal, identify measurable improvements and make recommendations for implementation. The apprentice will need to provide a one-page synopsis of their project to the assessor one month before the end-point assessment process can begin. The apprentice will have 30-minutes to present their project and should include time for questions and answers at the end. <b>Distinction/Pass</b>
<b>Professional Discussion</b>	Planned in advance to allow the apprentice to prepare fully, the Professional Discussion is the final part of the assessment of the Retailer apprenticeship standard. A 60-minute discussion between the apprentice and the independent end assessor will take place and will be structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence. <b>Distinction/Pass</b>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

On-Demand Test	Retail Business Project	Professional Discussion	GRADE
Pass	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Distinction
		Distinction	Distinction



## RETAIL MANAGER THE STANDARD

A retail manager is responsible for delivering sales targets and a positive experience to customers that will encourage repeat custom and loyalty to the brand/business. It is a diverse role that includes leading and developing a team to achieve business objectives and work with a wide range of people, requiring excellent communication skills.

Maximising income and minimising wastage are essential to the job and therefore individuals must develop a sound understanding of business and people management principles to support the achievement of the vision and objectives of the business. Retail managers champion the way for personal development, training and continuous improvement, encouraging their team to develop their own skills and abilities to enhance business performance and productivity.



- Duration:** 18 months
- LARS Number:** 147
- Standard Number:** ST0325
- Level:** 4
- Funding Band:** 9 (£6000)
- Fee:** £900
  - Payable at registration: £225 (25%)\*
  - Payable at Gateway: £675 (75%)\*\*
- Functional Skills:**
  - Level 2 Award in Functional Skills English
  - Level 2 Award in Functional Skills Mathematics
- Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\*25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\*75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## RETAIL MANAGER ASSESSMENT PLAN

The synoptic end-point assessment will consist of three distinct **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Written Exam</b>	Two-hour written exam with a combination of short and extended answer questions, some incorporating scenarios. Externally set and marked by the assessment organisation, the exam can be undertaken either on the employer's premises or in an off-site location. <a href="#">Distinction/Pass</a>
<b>Professional Discussion</b>	Planned in advance to allow the apprentice to prepare fully, the Professional Discussion is the final part of the assessment of the Retailer apprenticeship standard. A 60-minute discussion between the apprentice and the independent end assessor will take place and will be structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence. <a href="#">Distinction/Pass</a>
<b>Retail Business Project</b>	A project requiring the apprentice to look at an immediate opportunity, problem, challenge or idea within their retail environment. This could be a project to identify a potential cost saving for the business through improving efficiency, reducing waste or finding alternative ways of working to achieve business objectives and should include a research proposal, identify measurable improvements and make recommendations for implementation. The apprentice will need to provide a one-page synopsis of their project to the assessor one month before the end-point assessment process can begin. The apprentice will have 30-minutes to present their project and should include time for questions and answers at the end. <a href="#">Distinction/Pass</a>

Once the three assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Written Exam	Retail Business Project	Professional Discussion	GRADE
Pass	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Pass
		Distinction	Distinction
Distinction	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Distinction
		Distinction	Distinction

## HR CONSULTANT/ PARTNER

### THE STANDARD

The HR Consultant will use their expertise to provide and lead the delivery of HR solutions to business challenges, together with tailored advice to the business in a number of areas, typically to mid-level and senior managers.

A HR Consultant is tasked with influencing managers to change their thinking as well as bringing best practice into the organisation. They are also likely to lead the people related elements of business or HR projects. Whatever their role, a HR Consultant will need to link the work they do to the context and priorities of the business. In a larger organisation, they may be one of a team supporting the business and they may also have responsibility for managing people.



**Duration:** 36 months

**LARS Number:** 190

**Standard Number:** ST0238

**Level:** 5

**Funding Band:** 12 (£9000)

**Fee:** £1200

- Payable at registration: £300 (25%)\*
- Payable at Gateway: £900 (75%)\*\*

**Qualifications:**

- Level 5 Intermediate Certificate in Human Resource Management, or
- Level 5 Intermediate Diploma in Human Resource Management

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\*25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms. \*\*75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## HR CONSULTANT/PARTNER

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of two equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Consultative Project</b>	The Consultative Project will be a real example of work done by the apprentices in their role that will be completed after the Gateway, taking a maximum of three months. The Project will require the apprentice to describe how they have applied their knowledge and HR related skills to deliver the services required by the role as described in the Standard. It should describe a situation where the apprentice has successfully worked with a customer (probably an internal one) to deliver a specific piece(s) of HR advice or provide an HR solution(s) for them. The content of the 5000-word project should include the project objectives, the scope of the work, a description of the situation/problem/business need, the methodology used, information gathered, any conclusions and recommendations and finally what the implementation plan was. <a href="#">Distinction/Pass</a>
<b>Professional Discussion</b>	The Professional Discussion will be conducted after the Independent End-Point Assessor has reviewed and marked the Consultative Project. It will focus on the skills and behaviours specified in apprenticeship standard, together with any knowledge and skills components that were not previously covered in the Consultative Project. Each of the end-point assessment components are weighted 50% each with Pass/Distinction grading the achievable results. <a href="#">Distinction/Pass</a>

Once the two assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Consultative Project	Professional Discussion	GRADE
<a href="#">Pass</a> (60-84 marks)	<a href="#">Pass</a> (60-84 marks)	<b>Pass</b>
<a href="#">Distinction</a> (85-100 marks)	<a href="#">Distinction</a> (60-84 marks)	<b>Distinction</b>

## HR SUPPORT

### THE STANDARD

HR Professionals in the HR Support role are typically either working in a medium to large organisation as part of the HR function delivering front-line support to managers and employees or are a HR Manager in a small organisation.

Their work is likely to include handling day to day queries and providing HR advice; working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement; using HR systems to keep records; providing relevant HR information to the business; working with the business on HR changes. HR Support will typically take ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance that is compliant and where errors could expose the organisation to employment tribunals or legal risk.



**Duration:** 18 months

**LARS Number:** 191

**Standard Number:** ST0239

**Level:** 3

**Funding Band:** 8 (£5000)

**Fee:** £900

- Payable at registration: £225 (25%)\*
- Payable at Gateway: £675 (75%)\*\*

**Functional Skills:**

- Level 2 Award in Functional Skills English
- Level 2 Award in Functional Skills Mathematics

**Payment Terms:** Training Qualifications UK will invoice for payment at the registration phase (25%) and upon the gateway process (75%). Payment terms 30 days.

\*25% registration fee is transferable to a new registration should an apprentice withdraw from the apprenticeship. Upon receipt apprentices, employers and training providers will gain access to the TQUK EPA management suite, our end-point assessment information packs, mock examinations, study tips, revision guides, training logs and self-assessment forms.

\*\*75% fee paid at gateway in non-refundable as we anticipate that once the apprentice has passed through gateway they will be ready to undertake the end-point assessment elements. If the 75% payable upon gateway is not paid within 30 days of invoice we, as the EPAO, will put a hold on any end-point assessment activities being undertaken and any certification processes.

Training Qualifications UK offers one free re-sit per multiple-choice test where included within a standard. Element assessments re-sits will be charged per assessment and standard.

## HR SUPPORT

### ASSESSMENT PLAN

The synoptic end-point assessment will consist of two equally-weighted **components**. In order to pass the apprenticeship, the apprentice is required to pass each component.

<b>Consultative Project</b>	The Consultative Project will be a real example of work done by the apprentices in their role that will be completed after the Gateway, taking a maximum of three months. The Project will require the apprentice to describe how they have applied their knowledge and HR related skills to deliver the services required by the role as described in the Standard. It should describe a situation where the apprentice has successfully worked with a customer (probably an internal one) to deliver a specific piece(s) of HR advice or provide an HR solution(s) for them. The content of the 3000-word project should include the project objectives, the scope of the work, a description of the situation/problem/business need, the methodology used, information gathered, any conclusions and recommendations and finally what the implementation plan was. <b>Distinction/Pass</b>
<b>Professional Discussion</b>	The Professional Discussion will be conducted after the Independent End-Point Assessor has reviewed and marked the Consultative Project. It will focus on the skills and behaviours specified in apprenticeship standard, together with any knowledge and skills components that were not previously covered in the Consultative Project. Each of the end-point assessment components are weighted 50% each with Pass/Distinction grading the achievable results. <b>Distinction/Pass</b>

Once the two assessments are completed and scored with at least a Pass, you will be provided an **overall grade** for your apprenticeship, using the following Grading Table:

Consultative Project	Professional Discussion	GRADE
Pass (60-84 marks)	Pass (60-84 marks)	Pass
Distinction (85-100 marks)	Distinction (60-84 marks)	Distinction

With changes swirling around the new apprenticeship provisions, end-point assessment (EPA) and other areas, we thought we'd take a moment to expand on something a lot of people seem to be confused about: funding bands.

### What are funding bands?

The government's new Trailblazer-led apprenticeship standards have been redesigned from the ground up by employers in various sectors. Regulated qualifications, to employers, were unsatisfactory, and the new Trailblazer apprenticeship standards will more closely meet the needs of the employers, since the employers themselves designed them. 400 standards have been developed in areas as widely varied as Adult Care Worker, Hospitality Supervisor, Mortgage Adviser, Commis Chef and Rail Engineering Technician.

### Where does the funding come from?

The delivery of training and assessment of these standards will be mostly funded by the government (with some exceptions). For organisations that pay the government's new Apprenticeship Levy, and for all other organisations after 2018, the government will be funding apprenticeship training and assessment for all apprentices.

### What is the maximum amount?

The amount of money is allocated to each standard. It falls into one of 15 bands, ranging from £1,500 to £27,000.

For more information please go to the Education and Skills Funding Agency page on funding bands [here](#).



FUNDING BAND	BAND UPPER LIMIT	FUNDING BAND	BAND UPPER LIMIT
1	£1,500	16	£13,000
2	£2,000	17	£14,000
3	£2,500	18	£15,000
4	£3,000	19	£16,000
5	£3,500	20	£17,000
6	£4,000	21	£18,000
7	£4,500	22	£19,000
8	£5,000	23	£20,000
9	£6,000	24	£21,000
10	£7,000	25	£22,000
11	£8,000	26	£23,000
12	£9,000	27	£24,000
13	£10,000	28	£25,000
14	£11,000	29	£26,000
15	£12,000	30	£27,000

# Contact

## Training Qualifications UK

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