ST0352/V1.1

Draft end-point assessment plan for the Accident repair technician apprenticeship

Apprenticeship reference number	Level of this end-point assessment (EPA)	Integration
ST0352	3	None

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Introduction and overview

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This document explains the requirements for end-point assessment (EPA) for the accident repair technician apprenticeship. End-point assessment organisations (EPAOs) must follow this when designing and delivering the EPA.

Accident repair technician apprentices, their employers and training providers should read this document.

A full-time accident repair technician apprentice typically spends 24 months on-programme. The apprentice must spend at least 12 months on-programme and complete the required amount of off-the-job training in line with the apprenticeship funding rules.

The EPA should be completed within an EPA period lasting typically 3 months.

The apprentice must complete their training and meet the gateway requirements before starting their EPA. The EPA will assess occupational competence.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must work with the training provider to select an approved EPAO from the apprenticeship providers and assessment register (APAR).

This EPA has 3 assessment methods.

The grades available for each assessment method are below.

Assessment method 1 - multiple-choice test:

- fail
- pass
- distinction

Assessment method 2 - practical assessment with questioning:

- fail
- pass

Assessment method 3 - interview underpinned by a portfolio:

- fail

- pass
- distinction

The result from each assessment method is combined to decide the overall apprenticeship grade. The following grades are available for the apprenticeship:

- fail
- pass
- distinction

EPA summary table

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On-programme - typically 24 months	The apprentice must: • complete training to develop the knowledge, skills and behaviours (KSBs) outlined in this apprenticeship's standard • complete training towards English and mathematics qualifications in line with the apprenticeship funding rules • compile a portfolio of evidence • complete training towards the qualification listed in the accident repair technician apprenticeship standard The qualification required is: Automotive Refrigerant Handling (EC842-2006) or another accredited organisation who offer this qualification (or an equivalent qualification that a European Union (EU) member state recognises)
End-point assessment gateway	The apprentice's employer must be content that the apprentice is occupationally competent. The apprentice must: • confirm they are ready to take the EPA • have achieved English and mathematics qualifications in line with the apprenticeship funding rules • have passed Automotive Refrigerant Handling (EC842-2006) or another accredited organisation who offer this

	qualification (or an equivalent qualification that a European Union (EU) member state recognises) For the interview underpinned by a portfolio, the apprentice must submit a portfolio of evidence. Gateway evidence must be submitted to the EPAO, along with any organisation specific policies and procedures requested by the EPAO.
End-point assessment - typically 3 months	**The grades available for each assessment method are below** Multiple-choice test: • fail • pass • distinction Practical assessment with questioning: • fail • pass Interview underpinned by a portfolio: • fail • pass • distinction **Overall EPA and apprenticeship can be graded:** ○ fail ○ pass ○ distinction
Professional recognition	This apprenticeship aligns with: • The Institute of the Motor Industry (IMI) for Associate
Re-sits and re-takes	The details for re-sits and re-takes are below: • re-take and re-sit grade cap: pass

	• re-sit timeframe: typically 3 months • re-take timeframe: typically 6 months

Duration of end-point assessment period

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The EPA is taken in the EPA period. The EPA period starts when the EPAO confirms the gateway requirements have been met and is typically 3 months.

The EPAO should confirm the gateway requirements have been met and start the EPA as quickly as possible.

EPA gateway

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The apprentice's employer must be content that the apprentice is occupationally competent. That is, they are deemed to be working at or above the level set out in the apprenticeship standard and ready to undertake the EPA. The employer may take advice from the apprentice's training provider, but the employer must make the decision. The apprentice will then enter the gateway.

The apprentice must meet the gateway requirements before starting their EPA.

They must:

- confirm they are ready to take the EPA
- have achieved English and mathematics qualifications in line with the apprenticeship funding rules
- have passed Automotive Refrigerant Handling (EC842-2006) or another accredited organisation who offer this qualification (or an equivalent qualification that a European Union (EU) member state recognises)
- submit a portfolio of evidence for the interview underpinned by a portfolio

Portfolio of evidence requirements:

The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed by the interview. It will typically contain 12 discrete pieces of evidence. Evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence sources may include workplace documentation and records, for example:

- workplace policies and procedures

- witness statements
- annotated photographs
- video clips with a maximum total duration 10 minutes; the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources can be included.

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

The EPAO should not assess the portfolio of evidence directly as it underpins the interview. The independent assessor should review the portfolio of evidence to prepare questions for the interview. They are not required to provide feedback after this review.

Gateway evidence must be submitted to the EPAO, along with any organisation specific policies and procedures requested by the EPAO.

Order of assessment methods

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The assessment methods can be delivered in any order.The result of one assessment method does not need to be known before starting the next.

Multiple-choice test

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Overview

In the multiple-choice test, the apprentice answers questions in a controlled and invigilated environment. It gives the apprentice the opportunity to demonstrate the knowledge mapped to this assessment method.

Rationale

This assessment method is being used because:

- it can assess knowledge
- it is easy to administer
- it can be conducted remotely and administered to multiple apprentices at the same time, potentially reducing cost

Delivery

The multiple-choice test must be structured to give the apprentice the opportunity to demonstrate the knowledge mapped to this assessment method to the highest available grade.

The test must be computer based.

The test will consist of 50 multiple-choice questions.

Multiple-choice questions must have four options, including one correct answer.

The apprentice must be given at least 2 weeks' notice of the date and time of the test.

Test administration

The apprentice must have 75 minutes to complete the test.

The test is closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The test must be taken in the presence of an invigilator who is the responsibility of the EPAO. The EPAO must have an invigilation policy setting out how the test must be conducted. It must state the ratio of apprentices to invigilators for the setting and allow the test to take place in a secure way.

The EPAO must verify the apprentice's identity and ensure invigilation of the apprentice for example, with 360-degree cameras and screen sharing facilities.

The EPAO is responsible for the security of the test including the arrangements for on-line testing. The EPAO must ensure that their security arrangements maintain the validity and reliability of the test.

Marking

The test must be marked by an independent assessor or marker employed by the EPAO. They must follow a marking scheme produced by the EPAO. Marking by computer is allowed where question types support this.

A correct answer gets 1 mark.

Any incorrect or missing answers get zero marks.

The EPAO is responsible for overseeing the marking of the test.

Assessment location

The apprentice must take the test in a suitably controlled and invigilated environment that is a quiet room, free from distractions and influence. The EPAO must check the venue is suitable.

The test can take place remotely if the appropriate technology and systems are in place to prevent malpractice.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the test:

- assessment materials for independent assessors and markers which includes:
    - training materials
    - administration materials
    - moderation and standardisation materials
    - guidance materials
    - grading guidance
    - test specification
    - sample test and mark schemes
    - live tests and mark schemes
    - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Practical assessment with questioning

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Overview

In a practical assessment with questions, an independent assessor observes the apprentice completing a task or series of tasks set by the EPAO. The EPAO decides in which of the simulated environments it takes place. The assessment environment must closely relate to the apprentice's natural working environment. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because:

- this is a practical role, which can be demonstrated through completing tasks
- it allows for consistency of opportunity for apprentices to demonstrate their competence against the mapped KSBs
- it assesses KSBs holistically and objectively
- it is a valid assessment because it involves direct testing under controlled conditions

Delivery

The practical assessment with questioning must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the practical assessment with questioning.

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

The EPAO must give an apprentice 2 weeks' notice of the practical assessment with questioning.

The practical assessment with questioning must take 13 hours.

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

The practical assessment with questioning may take place in parts but must be completed over 2 working day. A working day is typically considered to be 7.5 hours long. The reason for this split is the practical assessment with questioning is longer than a typical working day, so it must be split across two days.

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

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

The independent assessor must observe the following during the practical assessment:

- planning and preparation
- working safely
- completing documentation
- problem-solving and diagnostics
- a task on steering, suspension or braking which includes ADAS (typically 5.5 hours)
- a task on vehicle electrical systems (typically 3 hours)
- a task on joining and bonding (typically 4.5 hours)
- testing systems or components for correct functionality

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

The independent assessor must ask questions.

The purpose of the questions is:

- to seek clarification where required
- to assess the level of competence against the grading descriptors

Questioning must occur during the practical assessment. The time for questioning is included in the overall assessment time.

The independent assessor must ask at least 12 questions during the practical assessment. To remain as unobtrusive as possible, the independent assessor should ask questions during natural breaks in work rather than disrupting the apprentice's flow. The independent assessor must use the questions from their EPAO's question bank or create their own questions in line with the EPAO's training.

The independent assessor can ask follow-up questions to clarify answers given by the apprentice. These questions are in addition to the above set number of questions for the practical assessment with questioning.

The apprentice may choose to end the assessment method early. The apprentice must be confident they have demonstrated competence against the assessment requirements for the assessment method. The independent assessor or EPAO must

ensure the apprentice is fully aware of all assessment requirements. The independent assessor or EPAO cannot suggest or choose to end the assessment methods early, unless in an emergency. The EPAO is responsible for ensuring the apprentice understands the implications of ending an assessment early if they choose to do so. The independent assessor may suggest the assessment continues. The independent assessor must document the apprentice's request to end the assessment early.

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

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

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

Assessment location

The practical assessment with questioning must take place in a simulated environment selected by the EPAO for example, the EPAO's premises, a training provider's premises, a training facility in the employer's premises, a test centre or a similar simulated environment. This simulated environment must relate to the apprentice's natural work environment. Equipment and resources needed for the practical assessment with questioning must be confirmed to be available by the EPAO, who can liaise with the employer to provide these. They must be in good and safe working condition.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO must maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of tasks and questions in the case of re-sits and retakes, to minimise predictability.

The EPAO must produce the following materials to support the practical assessment with questioning:

- independent assessor assessment materials which include:
    - training materials
    - administration materials
    - moderation and standardisation materials
    - guidance materials
    - grading guidance
    - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Interview underpinned by a portfolio

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Overview

In the interview, an independent assessor asks the apprentice questions. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because:

- it assesses KSBs holistically and objectively
- it allows for the assessment of KSBs that do not occur on a predictable or regular basis
- it allows for assessment of responses where there are a range of potential answers
- it can be conducted remotely, potentially reducing cost

Delivery

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

An independent assessor must conduct and assess the interview.

The purpose of the independent assessor's questions will be to assess the apprentice's competence against the following themes:

- health, safety and sustainability
- surface preparation and finishing
- continuous improvement
- stock requirements
- body panels
- trim components
- body misalignment
- professional behaviours and communication

The EPAO must give an apprentice 2 weeks' notice of the interview.

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

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

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

The interview must last for 60 minutes. The independent assessor can increase the time of the interview by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

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

The independent assessor must ask at least 8 questions. The independent assessor must use the questions from the EPAO's question bank or create their own questions in line with the EPAO's training. Follow-up questions are allowed where clarification is required.

The apprentice may choose to end the assessment method early. The apprentice must be confident they have demonstrated competence against the assessment requirements for the assessment method. The independent assessor or EPAO must ensure the apprentice is fully aware of all assessment requirements. The independent assessor or EPAO cannot suggest or choose to end the assessment methods early, unless in an emergency. The EPAO is responsible for ensuring the apprentice understands the implications of ending an assessment early if they choose to do so. The

independent assessor may suggest the assessment continues. The independent assessor must document the apprentice's request to end the assessment early.

The independent assessor must make the grading decision.

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

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

Assessment location

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

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

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

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO must maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the interview underpinned by a portfolio:

- independent assessor assessment materials which include:
    - training materials
    - administration materials

    - moderation and standardisation materials
    - guidance materials
    - grading guidance
    - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Grading

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Practical assessment with questioning

Fail - does not meet pass criteria

Theme **KSBs**	**Pass** **Apprentices must demonstrate all of the pass descriptors**
Planning and preparation K7 K8 K20 S3 S4 S6	Reads and interprets task related documentation to meet the needs of the activity in line with task requirements. (S6) Formulates a plan of work that sets out the methodology of the activity, including timescales, procedures and required guidelines, to meet the needs of the activity. (K8, K20, S3) Identifies, organises, and uses resources to meet the needs of the activity in line with the task specification. (S4)
Working safely K22 S2 B5	Prioritises health and safety at all times and applies health and safety procedures and safe systems of work in compliance with regulations and standards. (K22, S2, B5)
Documentation K30 S8	Records information and completes reporting and documentation requirements to meet the needs of the

Theme KSBs	Pass Apprentices must demonstrate all of the pass descriptors
	activity in line with legal and manufacturer's requirements. (K30, S8)
Problem solving and diagnostics K9 S12 S15 B2	Applies problem-solving techniques to identify the root cause of problems in line with the task requirements. (K9, S12, B2) Uses diagnostic tools for fault-finding in line with manufacturer's instructions. (S15)
Steering, suspension and braking S16 S17 S21 S36 B3	Removes damaged and associated mechanical components from a vehicle in line with manufacturer's instructions. (S16) Takes responsibility for completing work by re-assembling and replacing existing mechanical components to a vehicle in line with manufacturer's instructions. (S17) Diagnoses, removes, replaces and recalibrates Advanced Driver Assistance Systems (ADAS) systems and components in line with manufacturer's specifications. (S21) Identifies and rectifies wheel misalignment in line with manufacturer's guidelines and required specifications. S36)
Vehicle electrical systems K19 S14 S19 S20	Diagnoses and rectifies vehicle electrical faults in line with safety requirements and manufacturer's specifications. (K19, S20) Fits electrical components and systems in line with safety requirements and manufacturer's specifications. (S19)

Theme KSBs	Pass Apprentices must demonstrate all of the pass descriptors
	Operates electrical and electronic control systems to meet the task requirements. (S14)
Joining and bonding K17 S25 S33	Removes, repairs and replaces structural body panels in line with required specifications. (S27) Applies mechanical and non-mechanical joining techniques in line with required specifications. (K17, S33)
Testing S10	Tests the function of repaired, fitted and associate components to demonstrate correct operation in line with manufacturer's guidelines. (S10)

Interview underpinned by a portfolio

Fail - does not meet pass criteria

Theme KSBs	Pass Apprentices must demonstrate all of the pass descriptors	Distinction Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors
Health, safety and sustainability K6 S1 S5 B4	Explains how they apply sustainability principles and take personal responsibility for and promote sustainable working practices in line with legal and organisational requirements. (K6, S5, B4) Explains how they document hazards and risks in the workplace, applying control measures in line	Justifies the approach they take to sustainability and explains the impact this has on the wider organisation. (K6, S5)

Theme KSBs	Pass Apprentices must demonstrate all of the pass descriptors	Distinction Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors
	with legal and organisational requirements. (S1)	
Surface preparation and finishing K18 K23 K24 K25 S27 S28 S29 S30 S31	Explains how they apply body filler and foundation materials in line with manufacturer and organisational guidelines. (K18, S27) Explains how they identify and rectify paint and preparation defects using technologies and techniques in line with manufacturer guidelines. (K23, S31) Explains how they prepare and refinish metal, plastic, and pre-painted surfaces in line with manufacturer guidelines. (K25, S28) Explains how they apply paint, primer and base coats in line with manufacturer guidelines. (S29) Explains how they apply topcoats, clearcoats, and how they complete final refinishing operations in line with manufacturers guidelines. (K24, S30)	Outlines the problems that occur during painting and finishing activities, and the actions that they can take to resolve these problems. (S28, S29, S30, S31)

Theme **KSBs**	**Pass** **Apprentices must demonstrate all of the pass descriptors**	**Distinction** **Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors**
Continuous improvement K32 S7	Describes how they apply continuous improvement techniques and devise suggestions for improvement in line with organisational requirements. (K32, S7)	Explains how they have agreed and implemented a business improvement. (K32, S7)
Stock requirements K33 S11	Explains stock requirements and considerations, and how they obtain and check stocks and supplies and how they complete returns. (K33, S11)	Justifies the benefits of an efficient stock control system. (K33, S11)
Body panels S22 S23	Explains how they remove, repair and replace non-structural body panels in line with organisational and manufacturer guidelines. (S22) Explains how they remove and refit vehicle body panels in line with organisational and manufacturer guidelines. (S23)	None.
Trim components S18 S24	Explains how they remove and refit trim components in	None.

Theme KSBs	Pass Apprentices must demonstrate all of the pass descriptors	Distinction Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors
	line with organisational and manufacturer guidelines. (S18) Explains how they repair and refurbish trim components in line with organisational and manufacturer guidelines. (S24)	
Body misalignment S26	Explains how they identify and rectify vehicle body misalignment in line with organisational procedures and manufacturer guidelines. (S26)	Explains the risks to the customer and the organisation of vehicle body misalignment being undiagnosed. (S26)
Professional behaviours and communication K4 K26 K2 7 K28 K31 S9 S13 S32 S34 S35 B1 B6 B7	Outlines the planned and unplanned learning and development activities they have carried out and shows a commitment to future continued professional development to maintain and enhance competence. (S34, B6) Explains how they take account of diversity and inclusion requirements and how they follow equity, diversity, and inclusion	Explains how they maintain and update a continued professional development plan or log. (S34)

Theme KSBs	Pass Apprentices must demonstrate all of the pass descriptors	Distinction Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors
	procedures in line with organisational policies and procedures. (K31, S32, B1) Explains how they communicate in writing by preparing documents to meet the needs of the work activity in line with organisational procedures. (K27, S35) Describes how they act professionally with stakeholders and how they communicate with others verbally and apply non-verbal techniques to match their style to the audience. Explains how they negotiate with colleagues or stakeholders to overcome barriers in communication to complete work tasks. (K26, K28, S9, B7) Outlines the structure of their organisation and where they work within it. Describes their limits of autonomy and reporting channels and explains how they report and escalate issues. Outlines the different teams and functions involved in	

Theme KSBs	Pass Apprentices must demonstrate all of the pass descriptors	Distinction Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors
	operation and their interdependencies. Describes the types of automotive, motorsport, supply chain and logistics organisations within the accident repair sector. (K4, S13)	

Multiple-choice test

Grade	Minimum marks required	Maximum marks required
Fail	0	34
Pass	35	41
Distinction	42	50

Overall EPA grading

Edit overall epa grading form

Performance in the EPA determines the overall grade of:

- fail
- pass
- distinction

An independent assessor must individually grade the practical assessment with questioning and interview underpinned by a portfolio in line with this EPA plan.

The EPAO must combine the individual assessment method grades to determine the overall EPA grade.

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

To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods. To gain an overall distinction, the apprentice must gain a distinction in the multiple-choice test and a distinction in the interview.

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

Multiple-choice test	Practical assessment with questioning	Interview underpinned by a portfolio	Overall Grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Distinction	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Distinction	Distinction

Re-sits and re-takes

Edit re-sits and re-takes form

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

The employer and the EPAO should agree the timescale for a re-sit or re-take. A re-sit is typically taken within 3 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 6 months of the EPA outcome notification.

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

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

The apprentice will get a maximum EPA grade of pass if they need to re-sit or re-take one or more assessment methods, unless the EPAO determines there are exceptional circumstances.

Roles and responsibilities

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Roles	Responsibilities
Apprentice	As a minimum, the apprentice should: • complete on-programme training to meet the KSBs as outlined in the apprenticeship standard for a minimum of 12 months • complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider • understand the purpose and importance of EPA • prepare for and undertake the EPA including meeting all gateway requirements
Employer	As a minimum, the apprentice's employer must: • select the training provider • work with the training provider to select the EPAO • work with the training provider, where applicable, to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the apprenticeship standard and is ready for EPA • ensure the apprentice is prepared for the EPA

Roles	Responsibilities
	• ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • confirm arrangements with the EPAO for the EPA in a timely manner, including who, when, where • provide the EPAO with access to any employer-specific documentation as required for example, company policies • ensure that the EPA is scheduled with the EPAO for a date and time which allows appropriate opportunity for the apprentice to meet the KSBs • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete the EPA • ensure that any required supervision during the EPA period, as stated within this EPA plan, is in place • ensure the apprentice has access to the resources used to fulfil their role and carry out the EPA for workplace based assessments • remain independent from the delivery of the EPA • pass the certificate to the apprentice upon receipt
EPAO	As a minimum, the EPAO must: • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the apprenticeship provider and assessment register • conform to the requirements of the external quality assurance provider (EQAP) • understand the apprenticeship including the occupational standard and EPA plan • make all necessary contractual arrangements including agreeing the price of the EPA

Roles	Responsibilities

	• develop and produce assessment materials including specifications and marking materials, for example mark schemes, practice materials, training material
	• maintain and apply a policy for the declaration and management of conflict of interests and independence. This must ensure, as a minimum, there is no personal benefit or detriment for those delivering the EPA or from the result of an assessment. It must cover:
	  ○ apprentices
	  ○ employers
	  ○ independent assessors
	  ○ any other roles involved in delivery or grading of the EPA
	• have quality assurance systems and procedures that ensure fair, reliable and consistent assessment and maintain records of internal quality assurance (IQA) activity for external quality assurance (EQA) purposes
	• appoint independent, competent, and suitably qualified assessors in line with the requirements of this EPA plan
	• appoint administrators, invigilators and any other roles where required to facilitate the EPA
	• deliver induction, initial and on-going training for all their independent assessors and any other roles involved in the delivery or grading of the EPA as specified within this EPA plan. This should include how to record the rationale and evidence for grading decisions where required
	• conduct standardisation with all their independent assessors before allowing them to deliver an EPA, when the EPA is updated, and at least once a year

Roles	Responsibilities
	• conduct moderation across all of their independent assessors' decisions once EPAs have started according to a sampling plan, with associated risk rating of independent assessors • monitor the performance of all their independent assessors and provide additional training where necessary • develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • use language in the development and delivery of the EPA that is appropriate to the level of the apprenticeship • arrange for the EPA to take place in a timely manner, in consultation with the employer • provide information, advice, and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • confirm the gateway requirements have been met before they start the EPA for an apprentice • arrange a suitable venue for the EPA • maintain the security of the EPA including, but not limited to, verifying the identity of the apprentice, invigilation and security of materials • where the EPA plan permits assessment away from the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary • confirm the overall grade awarded • maintain and apply a policy for conducting appeals
Independent assessor	As a minimum, an independent assessor must:

Roles	Responsibilities
	• be independent, with no conflict of interest with the apprentice, their employer or training provider, specifically, they must not receive a personal benefit or detriment from the result of the assessment • have, maintain and be able to evidence up-to-date knowledge and expertise of the occupation • have the competence to assess the EPA and meet the requirements of the IQA section of this EPA plan • understand the apprenticeship's occupational standard and EPA plan • attend induction and standardisation events before they conduct an EPA for the first time, when the EPA is updated, and at least once a year • use language in the delivery of the EPA that is appropriate to the level of the apprenticeship • work with other personnel, where used, in the preparation and delivery of assessment methods • conduct the EPA to assess the apprentice against the KSBs and in line with the EPA plan • make final grading decisions in line with this EPA plan • record and report assessment outcome decisions • comply with the IQA requirements of the EPAO • comply with external quality assurance (EQA) requirements
Training provider	As a minimum, the training provider must: • conform to the requirements of the apprenticeship provider and assessment register • ensure procedures are in place to mitigate against any conflict of interest • work with the employer and support the apprentice during the off-the-job training to provide the

Roles	Responsibilities
	opportunities to develop the KSBs as outlined in the occupational standard • deliver training to the apprentice as outlined in their apprenticeship agreement • monitor the apprentice's progress during any training provider led on-programme learning • ensure the apprentice is prepared for the EPA • work with the employer to select the EPAO • advise the employer, upon request, on the apprentice's readiness for EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • remain independent from the delivery of the EPA
Marker	As a minimum, the marker must: • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider • mark test answers in line with the EPAO's mark scheme and procedures
Invigilator	As a minimum, the invigilator must: • attend induction training as directed by the EPAO • not invigilate an assessment, solely, if they have delivered the assessed content to the apprentice • invigilate and supervise the apprentice during tests and in breaks during assessment methods to prevent malpractice in line with the EPAO's invigilation procedures

Reasonable adjustments

Edit reasonable adjustments form

Reasonable adjustments

The EPAO must have reasonable adjustments arrangements for the EPA.

This should include:

- how an apprentice qualifies for a reasonable adjustment
- what reasonable adjustments may be made

Adjustments must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Special considerations

The EPAO must have special consideration arrangements for the EPA.

This should include:

- how an apprentice qualifies for a special consideration
- what special considerations will be given

Special considerations must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Internal quality assurance

Edit internal quality assurance form

Internal quality assurance refers to the strategies, policies and procedures that an EPAO must have in place to ensure valid, consistent and reliable EPA decisions.

EPAOs for this EPA must adhere to the requirements within the roles and responsibilities table.

They must also appoint independent assessors who:

- have recent relevant experience of the occupation or sector to at least occupational level 3 gained in the last 3 years or significant experience of the occupation or sector

Value for money

Edit value for money form

Affordability of the EPA will be aided by using at least some of the following:

- completing applicable assessment methods online, for example computer-based assessment
- utilising digital remote platforms to conduct applicable assessment methods

- using the employer's premises
- conducting assessment methods on the same day

Professional recognition

Unavailable professional recognition form

This apprenticeship aligns with:

- The Institute of the Motor Industry (IMI) for Associate

Mapping of KSBs to assessment methods

Edit mapping of ksbs to assessment methods form

Knowledge	Assessment methods
K1 Awareness of health and safety regulations, relevance to the occupation and the technician's responsibilities: CDM regulations, Control of Substances Hazardous to Health (COSHH), Display Screen Equipment (DSE), due diligence, electrical safety and compliance, emergency evacuation procedures, Health and Safety at Work Act – responsibilities, isolation and emergency stop procedures, Lifting Operations and Lifting Equipment Regulations (LOLER), lone working, management systems of occupational health and safety, manual handling, near miss reporting, noise regulations, Provision and use of Work Equipment Regulations (PUWER), Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR), risk assessments, safe systems of work, safety equipment: guards, signage, fire extinguishers, situational awareness, slips, trips and falls, types of hazards, Personal Protective Equipment (PPE), working at height, working in confined spaces.	Multiple-choice test
K2 Types of incidents: fire, accidents, near misses. Mitigation methods.	Multiple-choice test
K3 Principles of vehicle crash mitigation.	Multiple-choice test

Knowledge	Assessment methods
K4 The structure of their organisation and where they work within it. Limits of autonomy and reporting channels. Different teams and functions involved in operation and interdependencies. The types of automotive, motorsport, supply chain and logistics organisations within the accident repair sector.	Interview underpinned by a portfolio
K5 Business operation considerations: efficiency principles, customer satisfaction, competitiveness, minimising risks to operation, and ethical issues.	Multiple-choice test
K6 Principles of sustainability and circular economy. Energy efficiency and reuse of materials. Recycling procedures. Principles of control and management of emissions and waste. Efficient use of resources and materials used in vehicle construction, and how this links to climate change, carbon emissions and exploitative labour practices.	Interview underpinned by a portfolio
K7 Tools and equipment: operating standards and equipment set points. Requirements for maintenance, carriage and storage, and calibrated equipment. Calibration certificates.	Practical assessment with questioning
K8 Planning, prioritising, work scheduling, workflow and time management techniques.	Practical assessment with questioning
K9 Problem solving techniques: diagnostics, root cause analysis, 6 thinking hats, DMAIC (Define, Measure, Analyse, Improve, Control), PDCA (Plan Do Check Act).	Practical assessment with questioning
K10	Multiple-choice test

Knowledge	Assessment methods
Types of internal combustion engine. Principles of how internal combustion engines and propulsion systems function.	
K11 Principles of how electric, hydrogen and hybrid vehicles function.	Multiple-choice test
K12 Principles of how sub-systems of lubrication, cooling, fuel, ignition, intake, and exhaust systems operate.	Multiple-choice test
K13 Principles of electrical and wiring diagrams. How to interpret these diagrams.	Multiple-choice test
K14 Principles of how transmission, driveline and final drive systems operate.	Multiple-choice test
K15 Operation and function of vehicle suspension, steering, brakes, wheels, and tyre size and purpose.	Multiple-choice test
K16 Principles of vehicle electrical systems, electrical layouts and electrical system uses. In Car Entertainment (ICE), remote use and radar, including Advanced Driver Assistance Systems (ADAS), digital colour-matching systems and automated spray booths enhance precision. Virtual reality (VR) training and 3D scanning for damage assessment	Multiple-choice test
K17 The principles of how to join materials effectively using mechanical joining techniques and non-mechanical joining techniques (bonding and adhesives procedures).	Practical assessment with questioning

Knowledge	Assessment methods
K18 Types of filler used on differing substrates within the accident repair sector, and their various uses and applications.	Interview underpinned by a portfolio
K19 How to determine technical repair specifications.	Practical assessment with questioning
K20 Repair types: selection, processes, techniques and products. Standard operating procedures and manufacturers guidelines.	Practical assessment with questioning
K21 Vehicle parts: installation, commissioning and decommissioning practices and techniques.	Multiple-choice test
K22 Safe working practices and techniques when repairing vehicles.	Practical assessment with questioning
K23 Preparation techniques required for different materials and surfaces relating to body work and trim, smart repair technologies, including Paintless Dent Removal (PDR).	Interview underpinned by a portfolio
K24 Composition of paint, basecoat and topcoats.	Interview underpinned by a portfolio
K25 Paint refinishing. Application processes and procedures.	Interview underpinned by a portfolio
K26 Verbal communication techniques. Giving and receiving information. Matching style to audience. Barriers in	Interview underpinned by a portfolio

Knowledge	Assessment methods
communication and how to overcome them. Engineering terminology.	
K27 Written communication techniques. Plain English principles. Report writing.	Interview underpinned by a portfolio
K28 Non-verbal communication techniques: gestures, facial expressions, tone of voice, eye contact, body language.	Interview underpinned by a portfolio
K29 Information technology and digital: digital interfaces, Management Information Systems (MIS), communication methods, work collaboration platforms. General Data Protection Regulation (GDPR). Cyber security.	Multiple-choice test
K30 Documentation: methods and requirements - electronic and paper.	Practical assessment with questioning
K31 Equality Act. Equality, diversity, and inclusion in the workplace. Unconscious bias.	Interview underpinned by a portfolio
K32 Principles of continuous improvement.	Interview underpinned by a portfolio
K33 Stock requirements. Control systems. Stock considerations: availability, stock lead times, stock value. faulty stock, salvageability of parts removed.	Interview underpinned by a portfolio
Skill	**Assessment methods**

Knowledge	Assessment methods
S1 Identify and document hazards and risks in the workplace. Apply control measures.	Interview underpinned by a portfolio
S2 Apply health and safety procedures and safe systems of work in compliance with regulations and standards.	Practical assessment with questioning
S3 Plan work activities.	Practical assessment with questioning
S4 Identify, organise and use resources to complete tasks, with consideration for cost, quality, safety, security and environmental impact.	Practical assessment with questioning
S5 Apply sustainability principles.	Interview underpinned by a portfolio
S6 Read and interpret information. For example, text, data, engineering drawings, job card, work instructions, risk assessments, method statements, operation manuals, permits to work, instructions.	Practical assessment with questioning
S7 Apply continuous improvement techniques. Devise suggestions for improvement.	Interview underpinned by a portfolio
S8 Record or enter information - paper based or electronic. For example, job sheets, risk assessments, equipment service records, test results, handover documents and manufacturers' documentation, records, work sheets, checklists, waste environmental records and any legal reporting requirements.	Practical assessment with questioning

Knowledge	Assessment methods
S9 Communicate with others verbally for example, colleagues and stakeholders.	Interview underpinned by a portfolio
S10 Test the function of repaired, fitted and associate components.	Practical assessment with questioning
S11 Obtain and check stock and supplies. Complete returns.	Interview underpinned by a portfolio
S12 Identify and resolve problems encountered during the accident repair process.	Practical assessment with questioning
S13 Report issues and problems which cannot be resolved.	Interview underpinned by a portfolio
S14 Operate electrical and electronic control systems such as programmable logic control systems, electrical and electronic relay systems, and electronic drive systems.	Practical assessment with questioning
S15 Use diagnostic tools for fault finding, such as multi-meters and electronic diagnostic tools.	Practical assessment with questioning
S16 Remove damaged and associated mechanical components from a vehicle.	Practical assessment with questioning
S17 Re-assemble and replace existing mechanical components to a vehicle.	Practical assessment with questioning

Knowledge	Assessment methods
S18 Remove and refit trim components.	Interview underpinned by a portfolio
S19 Fit electrical components and systems.	Practical assessment with questioning
S20 Diagnose and rectify vehicle electrical faults.	Practical assessment with questioning
S21 Diagnose, remove, replace and recalibrate Advanced Driver Assistance Systems (ADAS) systems and components.	Practical assessment with questioning
S22 Remove, repair and replace non-structural body panels.	Interview underpinned by a portfolio
S23 Remove and refit vehicle body panels.	Interview underpinned by a portfolio
S24 Repair and refurbish trim components.	Interview underpinned by a portfolio
S25 Remove, repair and replace structural body panels. Excluding chassis legs and related components.	Practical assessment with questioning
S26 Identify and rectify vehicle body misalignment.	Interview underpinned by a portfolio
S27 Apply body filler and foundation materials.	Interview underpinned by a portfolio
S28	Interview underpinned by a portfolio

Knowledge	Assessment methods
Prepare and refinish metal, plastic, and pre-painted surfaces.	
S29 Apply paint, primer, and base coats.	Interview underpinned by a portfolio
S30 Apply topcoats and clear coats. Complete final refinishing operations.	Interview underpinned by a portfolio
S31 Identify and rectify paint and preparation defects using techniques including smart repair technologies, and Paintless Dent Removal (PDR).	Interview underpinned by a portfolio
S32 Follow equality, diversity and inclusion procedures.	Interview underpinned by a portfolio
S33 Apply mechanical and non-mechanical joining techniques.	Practical assessment with questioning
S34 Carry out and record planned and unplanned learning and development activities.	Interview underpinned by a portfolio
S35 Communicate in writing.	Interview underpinned by a portfolio
S36 Identify and rectify wheel misalignment (two-wheel and four-wheel).	Practical assessment with questioning
Behaviour	**Assessment methods**
B1 Take account of diversity and inclusion requirements.	Interview underpinned by a portfolio

Behaviour	Assessment methods
B2 Respond and adapt to work demands and situations.	Practical assessment with questioning
B3 Take responsibility for completing work.	Practical assessment with questioning
B4 Take personal responsibility for and promote sustainable working practices.	Interview underpinned by a portfolio
B5 Prioritise health and safety.	Practical assessment with questioning
B6 Committed to continued professional development (CPD) to maintain and enhance competence in their own area of practice.	Interview underpinned by a portfolio
B7 Act professionally.	Interview underpinned by a portfolio

Mapping of KSBs to grade themes

Edit add grade themes formEdit mapping of ksbs to grade themes form

Practical assessment with questioning

KSBS GROUPED BY THEME	Knowledge	Skills	Behaviour
Planning and preparation K7 K8 K20 S3 S4 S6	Tools and equipment: operating standards and equipment set points. Requirements for maintenance, carriage and storage, and calibrated	Plan work activities. (S3) Identify, organise and use resources to complete tasks, with consideration for cost, quality, safety,	None

KSBS GROUPED BY THEME	Knowledge	Skills	Behaviour
	equipment. Calibration certificates. (K7) Planning, prioritising, work scheduling, workflow and time management techniques. (K8) Repair types: selection, processes, techniques and products. Standard operating procedures and manufacturers guidelines. (K20)	security and environmental impact. (S4) Read and interpret information. For example, text, data, engineering drawings, job card, work instructions, risk assessments, method statements, operation manuals, permits to work, instructions. (S6)	
Working safely K22 S2 B5	Safe working practices and techniques when repairing vehicles. (K22)	Apply health and safety procedures and safe systems of work in compliance with regulations and standards. (S2)	Prioritise health and safety. (B5)
Documentation K30 S8	Documentation: methods and requirements - electronic and paper. (K30)	Record or enter information - paper based or electronic. For example, job sheets, risk assessments, equipment service records, test results, handover documents and manufacturers' documentation, records, work sheets, checklists, waste environmental records and any legal	None

KSBS GROUPED BY THEME	Knowledge	Skills	Behaviour
		reporting requirements. (S8)	
Problem solving and diagnostics K9 S12 S15 B2	Problem solving techniques: diagnostics, root cause analysis, 6 thinking hats, DMAIC (Define, Measure, Analyse, Improve, Control), PDCA (Plan Do Check Act). (K9)	Identify and resolve problems encountered during the accident repair process. (S12) Use diagnostic tools for fault finding, such as multi-meters and electronic diagnostic tools. (S15)	Respond and adapt to work demands and situations. (B2)
Steering, suspension and braking S16 S17 S21 S36 B3	None	Remove damaged and associated mechanical components from a vehicle. (S16) Re-assemble and replace existing mechanical components to a vehicle. (S17) Diagnose, remove, replace and recalibrate Advanced Driver Assistance Systems (ADAS) systems and components. (S21) Identify and rectify wheel misalignment (two-wheel and four-wheel). (S36)	Take responsibility for completing work. (B3)
Vehicle electrical systems K19 S14 S19 S20	How to determine technical repair specifications. (K19)	Operate electrical and electronic control systems such as programmable logic control systems, electrical and electronic	None

KSBS GROUPED BY THEME	Knowledge	Skills	Behaviour
		relay systems, and electronic drive systems. (S14) Fit electrical components and systems. (S19) Diagnose and rectify vehicle electrical faults. (S20)	
Joining and bonding K17 S25 S33	The principles of how to join materials effectively using mechanical joining techniques and non-mechanical joining techniques (bonding and adhesives procedures). (K17)	Remove, repair and replace structural body panels. Excluding chassis legs and related components. (S25) Apply mechanical and non-mechanical joining techniques. (S33)	None
Testing S10	None	Test the function of repaired, fitted and associate components. (S10)	None

Interview underpinned by a portfolio

KSBS GROUPED BY THEME	Knowledge	Skills	Behaviour
Health, safety and sustainability K6 S1 S5 B4	Principles of sustainability and circular economy. Energy efficiency and reuse of materials. Recycling procedures. Principles of control and management of emissions and waste.	Identify and document hazards and risks in the workplace. Apply control measures. (S1)	Take personal responsibility for and promote sustainable working practices. (B4)

KSBS GROUPED BY THEME	Knowledge	Skills	Behaviour
	Efficient use of resources and materials used in vehicle construction, and how this links to climate change, carbon emissions and exploitative labour practices. (K6)	Apply sustainability principles. (S5)	
Surface preparation and finishing K18 K23 K24 K25 S27 S28 S29 S30 S31	Types of filler used on differing substrates within the accident repair sector, and their various uses and applications. (K18) Preparation techniques required for different materials and surfaces relating to body work and trim, smart repair technologies, including Paintless Dent Removal (PDR). (K23) Composition of paint, basecoat and topcoats. (K24) Paint refinishing. Application processes and procedures. (K25)	Apply body filler and foundation materials. (S27) Prepare and refinish metal, plastic, and pre-painted surfaces. (S28) Apply paint, primer, and base coats. (S29) Apply topcoats and clear coats. Complete final refinishing operations. (S30) Identify and rectify paint and preparation defects using techniques including smart repair technologies, and Paintless Dent	None

KSBS GROUPED BY THEME	Knowledge	Skills	Behaviour
		Removal (PDR). (S31)	
Continuous improvement K32 S7	Principles of continuous improvement. (K32)	Apply continuous improvement techniques. Devise suggestions for improvement. (S7)	None
Stock requirements K33 S11	Stock requirements. Control systems. Stock considerations: availability, stock lead times, stock value. faulty stock, salvageability of parts removed. (K33)	Obtain and check stock and supplies. Complete returns. (S11)	None
Body panels S22 S23	None	Remove, repair and replace non-structural body panels. (S22) Remove and refit vehicle body panels. (S23)	None
Trim components S18 S24	None	Remove and refit trim components. (S18) Repair and refurbish trim components. (S24)	None
Body misalignment	None	Identify and rectify vehicle body	None

KSBS GROUPED BY THEME	Knowledge	Skills	Behaviour
S26		misalignment. (S26)	
Professional behaviours and communication K4 K26 K27 K28 K31 S9 S13 S32 S34 S35 B1 B6 B7	The structure of their organisation and where they work within it. Limits of autonomy and reporting channels. Different teams and functions involved in operation and interdependencies. The types of automotive, motorsport, supply chain and logistics organisations within the accident repair sector. (K4) Verbal communication techniques. Giving and receiving information. Matching style to audience. Barriers in communication and how to overcome them. Engineering terminology. (K26) Written communication techniques. Plain English principles. Report writing. (K27) Non-verbal communication techniques: gestures, facial expressions, tone of voice, eye contact, body language. (K28) Equality Act. Equality, diversity, and inclusion in the	Communicate with others verbally for example, colleagues and stakeholders. (S9) Report issues and problems which cannot be resolved. (S13) Follow equality, diversity and inclusion procedures. (S32) Carry out and record planned and unplanned learning and development activities. (S34) Communicate in writing. (S35)	Take account of diversity and inclusion requirements. (B1) Committed to continued professional development (CPD) to maintain and enhance competence in their own area of practice. (B6) Act professionally. (B7)

KSBS GROUPED BY THEME	Knowledge	Skills	Behaviour
	workplace. Unconscious bias. (K31)		

Supporting information

External quality assurance

Edit external quality assurance - eqa form

Option selected: Ofqual

Involved employers

GB Refinish Supplies Ltd, Ethan Rees Linwood Memorial Fund, DWS Bodyworks, Fix Auto, Balgores, North East Accident Repair Centres, Rye Street Group, Parkford Group, Hadfield Associates Ltd

EPA menu