



Accelerate People

**Qualification Specification
Accelerate People
Level 3 End-point Assessment
for Multi-channel Marketer
ST1031**

Qualification Number 610/3390/X

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Qualification Objective

The level 3 Multi-channel Marketer apprenticeship is one of a suite of apprenticeships that have been designed by industry employers to meet a range of job roles across different industries and sizes of business.

Accelerate People are an end-point assessment organisation (EPAO) for apprenticeship standards that are defined by the Institute for Apprenticeships & Technical Education (IfATE). The [apprenticeship standard](#) and [assessment plan](#) can be found on the [IfATE website](#).

As part of this apprenticeship all apprentices are required to complete an independent end-point assessment (EPA). The purpose of the EPA is to independently assess that any apprentice on this standard is competent in a relevant job role and can evidence meeting all the assessment criteria relating to the knowledge, skills and behaviours (KSB) outcomes.

The Level 3 Multi-channel Marketer Apprenticeship

Role Profile:

This occupation is found in small, medium, large and multinational organisations in private, public and third sectors such as the finance, construction, facilities, automotive, manufacturing, engineering, health, retail, food, hospitality, and IT. Multi-channel marketers will sit within a specific company/agency that provides marketing deliverables and advice to external clients, or within an internal marketing team, delivering marketing activities to drive that business. The role will be primarily office-based or remote working. They may spend time away from the work area attending exhibitions and events, meetings with external marketing suppliers, marketing research suppliers, visiting clients, trade shows, or supporting research activities.

The broad purpose of the occupation is to support customer focussed marketing activities that drive the demand for a product or service through awareness raising and/or perception building to generate results to the bottom line. The emerging green economy is creating increasing opportunities for new and complex services and products. This may require marketing activities to be focussed on raising awareness of the benefits of carrying out transactions or purchases or products within an environmentally sustainable model.

As part of the Marketing team the multi-channel marketers will contribute to the implementation of the Marketing strategy and plans. They will be responsible for delivering day-to-day marketing activities across a multitude of platforms, channels and systems that are essential to the Marketing function and activities of the company.

In their daily work, an employee in this occupation interacts with a wide range of internal stakeholders such as members of their own team, other departments such as sales, operations, public relations, IT, HR, customer services, senior management and finance.

They also interact with external stakeholders such as clients/customers and suppliers such as printers, digital agencies, PR and media agencies, event display companies, market research agencies, and media sales professionals.

An employee in this occupation will be responsible for coordinating and delivering specific marketing activities such as marketing content creation, background market and customer research, monitoring campaign analytic and collecting data, using relevant marketing software/systems, maintaining marketing administration activities such as managing the supply of marketing literature,

tracking marketing expenditure, supporting the procurement of, and overseeing the delivery of work by external and internal marketing suppliers.

Multi-channel marketers will define, design, build and implement campaigns across a variety of platforms to drive customer engagement and retention. In addition, they will be responsible for parts of the campaign within their area of responsibility. As part of the Marketing team, they will contribute to the implementation of the Marketing strategy and plans and will have responsibility for elements of the overall marketing plan.

They will be the first point of contact for day-to-day activities in the marketing team and will be responsible for allocating higher levels of work to the management team. This role will work on their own and in a range of team settings. They work within agreed budgets and available resources. Multi-channel marketers work without high levels of supervision, usually reporting to senior stakeholders. They may occasionally be responsible for decision making on smaller areas of campaigns, but more often will support or influence the decisions of others.

Typical job titles:

Digital Communications Assistant, Digital Marketing Assistant, Marketing Administrator, Marketing Assistant, Marketing Communications Assistant, Marketing Junior, and Social Media Assistant.

Duties:

This apprenticeship standard includes duties to support alignment between the job role and the apprenticeship standard. Listed below are the duties that all apprentices must demonstrate in their apprenticeship. These duties are not assessed or graded as part of the EPA.

Duty 1: Contribute to the marketing plan, delivery or evaluation of strategic marketing activity through the creation of written planning and evaluation documents and presentations, e.g., marketing campaign, market and customer intelligence research, communicate and present to stakeholders, agencies and internal teams.

Duty 2: Use appropriate primary and/or secondary research methods including survey tools, key word research tools and desktop research to gather marketing insight or evaluation.

Duty 3: Use research data to inform marketing decisions, targeting, planning, delivery.

Duty 4: Source, create and edit content in collaboration with colleagues for appropriate marketing channels, such as website, email, social media, sales materials, affiliate marketing or event displays, ensuring that brand guidelines are met in order to achieve marketing objectives.

Duty 5: Support and manage the cataloguing of offline and digital marketing materials and assets in line with marketing regulations and legislation including sustainability of hard copy and digital campaigns, e.g., storage and organisation of marketing materials, administering creative asset management systems, recycling/circular economy/energy consumption.

Duty 6: Publish, monitor and respond to editorial, creative or video content via website, social media/video sharing platforms, offline platforms.

Duty 7: Support the administration of marketing activities, e.g., organise a webinar or online/offline event; run an email campaign, run a pay per click (PPC) campaign, support press, advertising and PR activity, and partner marketing activity.

Duty 8: Use the organisation's customer relationship management system (inhouse or externally sourced) to maintain accurate customer data and relationships are managed in the pursuit of marketing goals.

Duty 9: Identify and use relevant/emerging trends, solutions and technologies to implement effective marketing activities.

Duty 10: Contribute to the monitoring of marketing expenditure and activities to a specified budget and plan in line with company processes.

Duty 11: Monitor, optimise, analyse and evaluate marketing campaigns and channels in order to deliver on marketing objectives for the organisation and/or clients, measuring marketing delivery effectiveness.

Entry Requirements

Qualifications

Apprentices without level 2 English and maths will need to achieve this level prior to taking the EPA. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Experience

There are no pre-requisite knowledge, skills or understanding requirements defined for entry onto this qualification.

EPA Requirements

To successfully complete the level 3 Multi-channel Marketer apprenticeship apprentices must achieve at least a pass in both EPA assessment methods. This EPA consists of two discrete assessment methods which have the following grades awarded.

- Assessment Method 1 (AM1): Project report with presentation and questioning.
 - Fail.
 - Pass.
 - Distinction.
- Assessment Method 2 (AM2): Interview underpinned by portfolio of evidence.
 - Fail.
 - Pass.
 - Distinction.

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.

EPA Gateway

For this apprenticeship all apprentices must spend a minimum of 12 months on programme, of which a minimum of 20% must be spent undertaking off-the-job training, before being eligible to undertake the EPA.

Before starting the EPA, an apprentice must meet the following gateway requirements:

- The apprentice's employer must confirm that they think their apprentice is working at or above the occupational standard. The apprentice will then enter the gateway. The employer may take advice from the apprentice's training provider(s), but the employer must make the decision.

- Achieved English and maths qualifications in line with the apprenticeship funding rules.
- For the project report with presentation and questioning (AM1) the apprentice must submit their project scoping document.
 - The apprentice must agree the subject, title, and scope for their project with their employer and EPAO by submitting a scoping document which will be no more than 500 words. This will not be assessed by the independent assessor.
- For the interview underpinned by portfolio of evidence (AM2) the apprentice must submit their portfolio of evidence

Apprentices may request additional time if they require a reasonable adjustment. Information on how and when to apply is contained within the reasonable adjustments policy.

Once the apprentice is ready to enter gateway the following must be submitted to progress:

- Gateway form:
 - Confirming the preferred date for each assessment method.
 - Advising Accelerate People if the apprentice requires any reasonable adjustments to be made during the EPA.
 - Confirmation signatures that the apprentice is ready for the EPA.
 - The project scoping document, which is part of the Gateway Form (for AM1).
- Evidence of Maths and English qualifications at Level 2 or above (or acceptable equivalent as specified in the entry requirements section).
- The apprentices completed electronic portfolio (for AM2).

The gateway form along with all documentation must be uploaded before the EPA can commence. Failure to upload any of the required documentation may delay the EPA start date.

Knowledge, Skills and Behaviours

There are no mandatory vendor qualifications or knowledge modules for this apprenticeship. Apprentices are expected to be able to demonstrate competence against the assessment criteria specified within the assessment plan. The assessment criteria are based on the following KSBs, which apprentices are expected to be competent in before entering gateway.

Knowledge

- K1:** Marketing theory, concepts, and basic principles such as what marketing is, the marketing mix the promotional mix and the differences between each channel used.
- K2:** The business' structure, vision, priorities, and objectives, and how their marketing role supports these.
- K3:** Business tools used to measure the impact of business objectives, the wider environment and sustainability on marketing activities.
- K4:** What a marketing plan is, how it is built and its purpose.
- K5:** The importance of competitor analysis and how to undertake it.
- K6:** Brand theory such as positioning, value, identity, guidelines, and tone of voice.
- K7:** Create content using principles of design and copywriting, and how to adapt for online and offline mediums e.g., writing digital content for the web compared to leaflets.
- K8:** Current and emerging technologies, software and systems which impact on marketing.
- K9:** Relevant regulatory and legislative requirements such as data protection, GDPR, cyber security, trading laws, and copyright law for the handling and processing of data and its application.

K10: Principles of conducting marketing communications in an ethical and diverse manner.
K11: How internal stakeholders work to support the delivery of all marketing campaigns.
K12: Common marketing channels, cross channel behaviour, and how to manage and operate an integrated campaign using online and offline channels.
K13: How to brief and manage external marketing suppliers.
K14: Adapt communications for appropriate stakeholders and internal audiences.
K15: The principles of content marketing, and content creation.
K16: Budget management and how to measure return on investment (ROI).
K17: The metrics for the delivery and evaluation of marketing activity.
K18: The importance of reviewing campaigns regularly to ensure effectiveness and optimisation.
K19: The campaign management process including research, planning, budgeting, implementation, and delivery.
K20: Tools used to support campaign management such as social media, GANTT charts, data analytics, and project management software.
K21: The customer journey including customer offline and digital touchpoints, customer personas, how to engage customers at different stages of their journey, sales funnels and how to segment an audience for targeting.
K22: The impact marketing has on the level of customer service or the customer experience, including community management channels.
K23: Quality management and the maintenance of online and offline assets.

Skills

S1: Develop or interpret briefs for external or internal stakeholders and measure delivery in-line with the specification and agreed timelines.
S2: Plan and coordinate a marketing activity using marketing tactics to acquire and retain one or more customer segments using available resources.
S3: Contribute to the generation of innovative and creative approaches across video, images, and other formats, both online and offline, to support campaign development.
S4: Use research/survey software to gather audience insight and/or evaluation to support the project.
S5: Use copywriting techniques to write persuasive text/copy to meet a communications objective ensuring it is in-line with organisational brand guidelines.
S6: Build and implement multi-channel campaigns across a variety of platforms, either offline or digital media.
S7: Proofread marketing copy ensuring it is accurate, persuasive and is on brand.
S8: Use software to design and create marketing assets to meet the technical specification.
S9: Contribute to the research of external suppliers to support recommendations and procurement of marketing goods and services.
S10: Organise offline and digital assets ensuring they are co-ordinated and legally compliant.
S11: Use a website content management system to publish text, images, and video/animated content.
S12: Create and maintain spreadsheets to support marketing activities such as project/budget planning and organisation of marketing assets.
S13: Use technology and software packages to support day to day activities, e.g., stakeholder communications, development of briefs, data analysis, report writing, presentations and project management.
S14: Identify and use data and technologies to achieve marketing objectives.
S15: Monitor and amend campaigns to meet budget requirements including time and monetary costs.
S16: Review campaigns regularly to ensure effectiveness, to optimise the results.
S17: Measure and evaluate campaign delivery to identify areas for improvement.
S18: Use data analysis tools to record, interpret and analyse customer or campaign data.

Behaviours

B1: Has accountability and ownership of their tasks and workload.

B2: Takes responsibility, shows initiative and is organised.

B3: Works flexibly and adapts to circumstances.

B4: Works collaboratively with others across the organisation and external stakeholders.

B5: Seeks learning opportunities and continuous professional development.

B6: Acts in a professional manner with integrity and confidentiality.

Assessment

AM1: Project report with Presentation and Questioning

A project involves the apprentice completing a significant and defined piece of work that has a real business application and benefit. The project must meet the needs of the employer's business and be relevant to the apprentice's occupation and apprenticeship.

This assessment method has 2 components:

- Project with a project output.
- Presentation with questions and answers.

Together, these components give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method. They are assessed by an independent assessor.

The apprentice must start the project after the gateway. The employer should ensure the apprentice has the time and resources, within the project period, to plan and complete their project.

The apprentice may work as part of a team to complete the project, which could include internal colleagues or technical experts. The apprentice must however, complete their project report and presentation unaided and they must be reflective of their own role and contribution. The apprentice and their employer must confirm this when the report and any presentation materials are submitted.

Examples of the types of projects an apprentice could submit include:

- Undertake research into new tools that could be used for gathering audience insights. Use the tool to gather data and make recommendations for a future marketing campaign.
- Research and identify emerging trends and technologies and outline how these can be used to impact on marketing activities. Recommend changes that could be implemented by the organisation.
- Analyse and evaluate a marketing campaign. Identify any strengths or weaknesses or continuing themes and develop a plan to improve future campaigns.

Component one: Project Report

The project report must have a word count of 2,500 words. A tolerance of 10% above or below is allowed at the apprentice's discretion. Appendices, references, and diagrams are not included in this total. The apprentice must produce and include a mapping in an appendix, showing how the report evidences the KSBs mapped to this assessment method.

The apprentice must complete and submit the report and any presentation materials to the EPAO by the end of week 12 of the EPA period.

The report must include at least:

- An executive summary (or abstract).
- An introduction.
- The scope of the project (including key performance indicators, aims and objectives).
- A project plan.
- Research outcomes.
- Data analysis outcomes.
- Project outcomes.
- Discussion of findings.
- Recommendations and conclusions.
- References.
- Appendix containing mapping of KSBs to the report.

The report must also include:

- An introduction.
- An executive summary.
- The scope of the project (including key performance indicators).
- Objectives.
- Research and methodology.
- Approach taken and risks to consider.
- Financial budgeting and resources.
- Outcomes and impact of the project implemented.
- Measure of success.
- Recommendations and conclusions.

Component two: Presentation with questioning

The presentation with questions will be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade. The apprentice must prepare and deliver a presentation to an independent assessor. After the presentation, the independent assessor will ask the apprentice questions about their project report and presentation.

The presentation should cover:

- An overview of the project.
- The project scope (including key performance indicators).
- Summary of actions undertaken by the apprentice.
- Project outcomes and how these were achieved.

Key points:

- Presentation with questioning will take place online via video conferencing.
- Apprentices will need access to the internet and a working webcam.
- The apprentice must have access to a quiet room and, unless reasonable adjustments have been requested for additional support, be alone in the room.
- Apprentices must have photographic identification (ID) to verify their identity, if they do not produce any ID then the presentation with questioning will be cancelled.

- Apprentices are required to outline details of visual aids to be used and specify any equipment required for the presentation.
- The presentation with questioning will last for 45 minutes, the presentation will last 20 minutes, and the questioning will last for 25 minutes, with the independent assessor having the discretion to increase the time of the questioning by up to 10% to allow the apprentice to complete their last point.
- A minimum of 6 questions will be asked based on both the project report and the presentation and will be formed based on the evidence and grading requirements in the table below.
- Apprentices are allowed access to their project report and presentation throughout the questioning.
- Questions will only be based on the evidence submitted for this assessment method.
- Apprentices will have 10 working days' notice of the presentation with questioning date.

AM2: Interview underpinned by portfolio of evidence

Portfolio

Training providers must work with the employer and apprentice to select the best evidence completed during the whole of the apprenticeship. All evidence should be real work tasks, and be clear, well documented and demonstrate competency against the assessment criteria listed in the assessment plan.

Typically, portfolios will contain 12 discreet high-quality tasks covering a range of different assessment criteria in each, although it is expected that there will be overlaps of assessment criteria in each task. Evidence sources may include:

- Written accounts of activities that have been completed.
- Workplace documentation and records.
- Workplace policies and procedures.
- Witness statements.
- Annotated photographs.
- Video clips (maximum total duration 5 minutes); the apprentice must be in view and identifiable.
- This is not a definitive list; other evidence sources are possible.

Where apprentices have worked on confidential or secure tasks, they should write high level statements about these tasks, but not upload any restricted information. Apprentices should be prepared to discuss further details during the interview.

Any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions. The evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this.

The portfolio should **not** include any methods of self-assessment or standalone knowledge statements. Any demonstration of knowledge must be in context of a specific work-related task.

Portfolios should be in an electronic format which must be submitted to Accelerate People at gateway. Paper-based portfolios will not be accepted. If an apprentice uploads a video clip this must

be a file that can be uploaded with their portfolio. A link to a video will not be accepted and will not be used as part of their evidence.

Interview

The interview will take place at least two weeks after the portfolio has been accepted at gateway.

- The interview will take place online via video conferencing.
- Apprentices will need access to the internet and a working webcam for the entire duration.
- The apprentice must have access to a quiet room and, unless reasonable adjustments have been requested for additional support, be alone in the room.
- Apprentices must have photographic identification (ID) to verify their identity, if they do not produce any ID then the interview will be cancelled.
- The interview will last for 60 minutes with the independent assessor having the discretion to increase the time of the questioning by up to 10% to allow the apprentice to complete their last answer.
- A minimum of 6 questions will be asked and will be formed based on the evidence and grading requirements in the table below.
- Apprentices are allowed access to their portfolio throughout the interview.

Assessment Criteria

AM1

| Themes and KSBs | Pass Criteria | Distinction Criteria |
|---|---|--|
| Marketing methods, principles, and practices K6 K17 S2 | Selects appropriate metrics for the delivery and evaluation of marketing activity applying them accurately to elicit valid data (K17). Uses valid data and resources to plan and demonstrate how marketing activities effectively retain and acquire customer segments (K6, S2). | Justifies their plan for the choice of marketing activities and resources used to retain and or acquire customer segments (K17, S2). |
| Business and organisation K2 K3 | Explains the role that they play in the organisation's structure, vision and objectives and the impact it has on the wider environment and sustainability on marketing activities (K2, K3). | Evaluates the benefits and limitations of the proposed project recommendations to their organisation (K2). |
| Communication and copywriting K14 S5 S7 B4 | Explains how they work collaboratively and adapt their communication style for stakeholders and internal audiences (K14, B4). Demonstrates copywriting techniques to write communications that are in line with organisational brand guidelines | Justifies the communication methods used to present their findings and why others were not suitable (K14). Evaluates the suitability of different copywriting techniques for different marketing communications, making valid and evidence-based recommendation (S5). |

| Themes and KSBs | Pass Criteria | Distinction Criteria |
|--|---|---|
| | ensuring that it is proofread for accuracy (S5, S7). | |
| Campaign management K11 K18 K19 K20 S1 S3 S16 S17 B1 B2 | Explains clearly how campaign management process and tools used or proposed are appropriate, valid, and taking responsibility to enable effective reviews to take place leading to improvements in results with internal stakeholders engaged in the process (K11, K18, K19, K20, B2). Measures and evaluates campaign delivery, accurately interpreting data to draw valid and accurate conclusions and ownership of the workload (S1, S3, S16, S17, B1). | Evaluates the strengths and weaknesses of different approaches used for campaign management and how the data that comes from the campaign management process can be used to inform the recommendations (K18, K19, S3, S16). |
| IT and digital S4 S12 S13 S14 | Applies advanced techniques to the use of software packages to contribute to campaign management and achieving marketing objectives (S4, S12, S13, S14). | N/A |

AM2

| Themes and KSBs | Pass Criteria | Distinction Criteria |
|--|---|---|
| Marketing methods, principles, and practices K1 K4 K15 | Explains how they have effectively applied relevant marketing theories, concepts, and principles to inform their decision making, drawing upon evidence to support their reasoning (K1, K4, K15). | N/A |
| Regulation and legislation K9 | Explains the regulatory and legislative requirements for handling and processing of data in their marketing role (K9). | N/A |
| Marketing communications K10 B5 | Describes the principles of conducting marketing communications and why it is important that this is undertaken in an ethical and diverse manner (K10). Explains how they identify and seek out opportunities for professional development (B5). | N/A |
| Customer experience and | Outlines how they brief and manage external suppliers in a professional | Analyses the impact of customer targeting and make evidence-based |

| Themes and KSBs | Pass Criteria | Distinction Criteria |
|--|--|--|
| the customer journey K13 K21 K22 B6 | manner with integrity and confidentiality (K13, B6). Describes the customer journey including offline and digital touchpoints, customer personas, sales funnels and how they segment audiences for targeting and the impact that marketing has on customer service or experience (K21, K22). | recommendations on how to improve the customer journey (K21, K22). |
| Research and campaign planning K5 S9 | Outlines the importance of competitor analysis and how this would be undertaken and contribute to the research of external suppliers to support recommendations (K5). Contributes to research of external suppliers and make recommendations for the procurement of marketing goods and services (S9). | N/A |
| IT and digital tools K7 K23 S8 S10 | Discusses how to create content and how this would be adapted for different online and offline mediums using software to produce assets, organising offline and digital assets to ensure they are co-ordinated and legally compliant (K7, K23, S8, S10). | N/A |
| Campaign implementation and management K12 K16 S6 S11 S15 B3 | Summarises the common marketing channels and cross channel behaviour to use in order to build and implement campaigns using offline and online media platforms working flexibly and adapting to circumstances (K12, S6, B3). Shows how a content management system is used to publish text, images and video/animated content (S11). Describes how to measure return on investment (ROI) and demonstrate how campaigns are monitored and amended to meet budget requirements (K16, S15). | Evaluates the suitability of different marketing channels for building and implementing campaigns, making valid and evidence-based recommendations for change (K12, S6). |
| Data analysis and marketing | Identifies current and emerging technologies and software and how these are used to record and analyse | Justifies the technology and software used to analyse their findings and why others were not suitable (K8, S18). |

| Themes and KSBs | Pass Criteria | Distinction Criteria |
|-------------------|--|----------------------|
| evaluation K8 S18 | customer data and the impact on marketing campaigns (K8, S18). | |

Grading

Each assessment method is graded individually and combined to give an overall grade. Assessment criteria do not appear in more than one assessment method, therefore an assessment criteria failed in one assessment method cannot then be demonstrated in the other assessment method. All EPA methods must be passed for the EPA to be passed overall.

Grades from individual assessment methods will be combined in the following way to determine the grade of the EPA as a whole:

| Project Report with Presentation and Questioning | Interview Underpinned by Portfolio of Evidence | Overall Grading |
|--|--|--------------------|
| Fail | Any grade | Fail |
| Any grade | Fail | Fail |
| Pass | Pass | Pass |
| Pass | Distinction | Merit |
| Distinction | Pass | Merit |
| Distinction | Distinction | Distinction |

Re-sits and Re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take at the employer's discretion. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

A re-sit does not require further learning, whereas a re-take does. Apprentices should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and EPAO agree the timescale for a re-sit or re-take. A re-sit is typically taken within 2 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 3 months of the EPA outcome notification.

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

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

If the apprentice fails the project assessment method, they will be required to amend the project output in line with the independent assessor's feedback. The apprentice will be given 4 weeks to rework and submit the amended report.

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

Specimen

All specimen materials, such as an example project, can be accessed by registered training providers from the knowledge area on ACE360.

Accelerate People

Accelerate People are an independent EPAO specialising in digital apprenticeship EPAs. If you have any questions or queries relating to this qualification specification or EPA, please contact us using the details below.

Registered training providers with Accelerate People can access further guidance material on the knowledge base on ACE360.

Contact Details

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