GUIDANCE NOTE: FOR END-POINT ASSESSMENT ORGANISATION USE ONLY

Amended: 1st November 2021

IT SOLUTIONS TECHNICIAN (ST0505)

END-POINT ASSESSMENT KNOWLEDGE TEST – QUESTIONS AND ANSWERS

The following guidance is not intended for training provider use.

The guidance is designed to support end-point assessment organisations (EPAOs) by providing additional clarity to some elements of the assessment plan's coverage of the knowledge test for the IT Solutions Technician (Level 3) apprenticeship.

The assessment plan has two EPA components: the first is the knowledge test (made up of four on-line tests) and the second component is made up of the project and an interview. The apprentice can choose which option to take for the third of the four on-line tests. The other three tests are fixed with all apprentices taking them.

WHAT IS THE PURPOSE OF THE KNOWLEDGE TEST?

The knowledge test is designed to test if the apprentice has covered the basic knowledge specified in the apprenticeship standard. It has been designed to complement and support the project and interview assessment component which is seen as the main demonstration of the application of knowledge, skills, and behaviours in the end-point assessment.

WHAT SHOULD EPAOS KEEP IN MIND WHEN DESIGNING THE DIFFERENT KNOWLEDGE UNIT TESTS THAT MAKE UP THE OVERALL TEST COMPONENT?

The Assessment Plan defines the test requirements that are to be met. Each knowledge test must cover the knowledge and understanding assigned to it in Table 1 of the assessment plan. Questions should be authored so that they align with the purpose of the assessment, the level of the standard, and be worth a single mark.

HOW SHOULD WE ENSURE THE KNOWLEDGE TEST COVERS THE RELEVANT CONTENT IN AN APPROPRIATE WAY?

The item bank and item retrieval system should be structured in a way that ensures there is equal representation/weighting applied to each of the knowledge statements, as much as is possible. There should be no restrictions applied when determining the final score (i.e. there is a fully compensatory approach).

CAN YOU EXPLAIN THE RATIONALE FOR REQUIRING 80 QUESTIONS FOR KU1 & KU4?

The size of each bank of questions for the individual tests is based on advice given by EPAOs during the assessment plan writing process.

HOW WILL THE TRAINING PROVIDER AND APPRENTICE KNOW WHAT WILL BE COVERED IN EACH OF THE KNOWLEDGE UNIT TESTS?

Table 1 in the assessment plan clearly outlines the content to be covered in each of the knowledge tests (e.g. the knowledge domains).

While this scopes the test coverage, EPAOs are expected to produce guidance to show how they have interpreted the domain content in constructing each knowledge test. This information should be made available in an appropriate form to the EPAO's customers to illustrate how exactly the EPAO is interpreting the assessment plan overview in constructing each test.

HOW WILL THE RESITS WORK, GENERALLY?

If an apprentice fails one component (e.g. the test, or project and interview) do they retake them all?

Apprentices must pass all the mandatory end-point assessment components and need **only re-sit the component** they have failed.

HOW WILL THE RESITS WORK IF AN APPRENTICE FAILS THE PROJECT, WOULD THEY ONLY HAVE TO RETAKE THE PROJECT?

The project is not a standalone assessment instrument, in this instance. It is paired with the interview. So, the project and interview, as a single assessment component must be retaken as a whole.

IF THE APPRENTICE FAILS ONE OR MORE KNOWLEDGE UNITS, DO THEY CONTINUE TO THEIR 'PROJECT AND INTERVIEW' ASSESSMENT OR DO THEY ONLY PROCEED ONCE THEY HAVE SUCCESSFULLY COMPLETED ALL THE ON-LINE TESTS OR VICE VERSA?

The apprentice is able to continue with the next assessment component (whichever one is taken first) even if re-sits are outstanding. Everything, however, must be completed within the assessment window.

THE ASSESSMENT PLAN SAYS: "APPRENTICES CAN TAKE THE UNITS IN ANY ORDER OVER A FIVE WORKING-DAY PERIOD". IS THIS FIVE CONSECUTIVE WORKING DAYS?

Yes, the tests must be taken over five consecutive working days. This 5 working day sequence could accommodate the weekend, for example: Monday to Friday, Wednesday to Tuesday, etc.

CONSIDERING THE FIVE WORKING-DAY PERIOD, WHAT HAPPENS IF AN APPRENTICE FAILS ONE OF THE KNOWLEDGE UNIT TESTS? FOR EXAMPLE, DOES THE APPRENTICE HAVE TO RE-SIT JUST THE TEST/S THAT THEY HAVE FAILED, OR DO THEY HAVE TO START AGAIN AND RE-TAKE THEM ALL? ARE THERE ANY TIME CONSTRAINTS AROUND THIS?

The apprentice only needs to re-sit the test that has been failed and should do so within the overall EPA window.