VTCT Skills

VTCT Skills Level 3 End-point Assessment

for ST0384 Team Leader v1.4

Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version. This can be done by checking it matches the version published on **epaPRO**, VTCT Skills' online End-point Assessment booking platform.

End-point Assessment Guide - Content

VTCT Skills Level 3 End-point Assessment for ST0384 Team Leader v1.4

Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Team Leader v1.4 standard.

Prior to the End-point Assessment period, a full-time apprentice will typically spend 15 months on-programme (before the gateway) to complete the criteria included within the occupational standard.

All apprentices must spend a minimum of 12 months on-programme. Once the on-programme requirements have been met, the apprentice can proceed through the **Gateway Stage** to the End-point Assessment period.

The End-point Assessment will consist of two different Assessment Methods: Presentation with questions and Professional discussion underpinned by a portfolio of evidence.

Level 3 Team Leader
Apprenticeship Standard Summary Table

On-programme Stage *(typically 15 months)*	The apprentice must: • receive training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard. • receive training towards English and mathematics qualifications in line with the apprenticeship funding rules. • produce a portfolio of evidence.
End-point Assessment Gateway Stage	The employer must confirm that the apprentice: • is working at or above the occupational standard as a Team Leader • has the evidence required to pass the gateway and is ready to take the End-point Assessment The apprentice must achieve English and maths qualifications in line with the apprenticeship funding rules. Apprentices must submit the following: • a portfolio of evidence to underpin the Professional Discussion
End-point Assessment Stage (typically 3 months)	**Assessment Method 1: Presentation with questions** • Fail • Pass • Distinction **Assessment Method 2: Professional discussion underpinned by a portfolio of evidence** • Fail • Pass • Distinction **Overall End-point Assessment and apprenticeship can be graded:** • Fail • Pass • Distinction
Re-sits and re-takes	• Re-take and re-sit grade cap: Pass • Re-sit timeframe: typically 2 months • Re-take timeframe: typically 3 months

Team Leader Apprenticeship Standard

Occupational Profile

This occupation is found in small, medium, large, and multinational organisations in private, public, and third sectors across all areas of the economy.

A Team Leader is found in organisations where there is a need for first-line management and support for teams and senior management.

The broad purpose of this role is to provide leadership with operational and project responsibilities. Team Leaders manage individuals, teams, or elements of a project, offering direction, instructions, and guidance to achieve set goals. They are vital for the smooth functioning of all departments within an organisation and are often responsible for ensuring that functions are correctly administered and maintained in line with legislation and the organisation's procedures. Team Leaders interact with internal and external stakeholders as well as being responsible for supporting and managing individuals and projects. Team Leaders understand how their role supports the broader organisational structure and apply codes of practice, legislation, and regulations relevant to their organisation's areas of operation.

Typical job roles on completion of Team Leader:

- Duty Lead
- Project Lead
- Shift Supervisor
- Supervisor
- Team Leader
- Trading Manager

Occupational Duties for Team Leader

Duty	Knowledge, Skills and Behaviours covered
Duty 1 – Sets, monitors, and manages objectives and performance which link to organisational outcomes.	K1 K2 K5 K6 K7 K9 K10 K17 K18 K19 K23 S1 S2 S4 S9 S11 S13 S17 B1 B2 B4 B5
Duty 2 – Manages resources to deliver tasks within budget and targets.	K1 K2 K7 K8 K14 K19 K22 S1 S2 S5 S14 S19 B3 B5
Duty 3 – Contributes to the training and ongoing development needs of the individual or the team.	K1 K2 K3 K5 K6 K10 K16 K17 K18 K19 K23 S3 S4 S7 S9 S18 B2 B4
Duty 4 – Collates and interprets data and shares outputs with stakeholders to support decision-making.	K9 K12 K14 K15 K20 K21 S2 S3 S5 S7 S8 S11 S12 S13 S14 S15 S16 B1 B2 B5
Duty 5 – Contributes to projects, initiatives, and their implementation to achieve organisational goals.	K1 K4 K6 K7 K8 K9 K11 K12 K13 K16 K17 K18 K19 K20 K22 S1 S2 S3 S5 S6 S7 S8 S10 S11 S13 S14 S15 S16 S18 B1 B2 B3 B5
Duty 6 – Monitors and applies operational policies, relevant legislation, and regulation, and makes recommendations to ensure individual and team compliance.	K1 K3 K5 K9 K10 K20 S3 S12 S17
Duty 7 – Identifies, assesses, and monitors potential risks, and supports the mitigation of risk within the organisation.	K4 K5 K7 K9 K10 K13 K15 K16 K21 K22 K23 S5 S6 S7 S8 S10 S12 S17 S18
Duty 8 – Contributes to change and support others through change.	K1 K2 K4 K9 K10 K11 K12 K13 K15 K16 K17 K19 K21 K23 S4 S5 S6 S7 S10 S11 S13 S14 S15 S16 S17 S18 B1 B2 B5
Duty 9 – Supports the development and implementation of sustainable operational plans to achieve organisation goals.	K1 K3 K6 K7 K11 K13 K15 K21 S1 S11 S13 S14 S16 S18 B2

Duty	Knowledge, Skills and Behaviours covered
Duty 10 – Leads and manages the team to ensure the application of equity, diversity, and inclusion principles.	K1 K5 K10 K17 S4 S9 S12 S17 B1 B2 B3
Duty 11 – Collaborates and builds relationships with stakeholders to identify and support improvement opportunities.	K4 K9 K11 K12 K13 K15 K16 K19 K23 S5 S6 S7 S8 S10 S12 S13 S14 S15 S16 S18 B1 B2
Duty 12 – Communicates information to drive operational activities and improve organisational performance.	K9 K11 K12 K13 K14 K20 S3 S5 S8 S11 S12 S13 S16 B1 B2 B3 B5
Duty 13 – Manages the team and resources to reduce carbon footprint and reduce business costs.	K1 K2 K3 K5 K6 K7 K12 K13 K15 K16 K17 K21 K22 S1 S5 S7 S10 S11 S12 S18 S19 B1 B2

The Gateway Stage

To be eligible for the End-point Assessment Stage of the End-point Assessment, the apprentice must meet the following Gateway requirements:

- A full time apprentice will typically spend 15 months on-programme. All apprentices must spend a minimum of 12 months on-programme

- Complete the on-programme stage of the Level 3 Team Leader Apprenticeship Standard and consistently work at or above the level of the occupational standard

- Submit a portfolio of evidence which will underpin the professional discussion

- Achieve English and mathematics qualifications in line with the apprenticeship funding rules

In addition to this, the apprentice's employer must formally sign off that they are satisfied that the apprentice is consistently working at or above the level set out in the Team Leader Occupational Standard, and that the apprentice is deemed to have achieved occupational competence, before the gateway process can be implemented. The apprentice must also confirm that they feel ready to move on to their End-point Assessment.

When making this decision, the employer may take advice from the apprentice's training provider(s); however, the decision must ultimately be made solely by the apprentice's employer. It is important to refer back to the assessment plan when approaching gateway in order to check that the apprentice is able to demonstrate all of the required knowledge, skills and behaviours and can do so in a live End-point Assessment. A copy of the standard can be located through the following link: https://www.instituteforapprenticeships.org/apprenticeship-standards

Assessment Method 1: Presentation with questions

There are no specific requirements at the Gateway Stage to upload evidence for this Assessment Method.

Assessment Method 2: Professional discussion underpinned by a portfolio of evidence

Portfolio of evidence requirements for Gateway Stage

For the professional discussion, the apprentice will be required to submit a portfolio of evidence, which should be compiled during the on-programme period of the apprenticeship. Evidence must be mapped against the KSBs set out in the Professional discussion underpinned by a portfolio of evidence Assessment Method.

- The portfolio of evidence will typically contain 16 discreet pieces of evidence
- One piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement
- The portfolio of evidence can be in any format, as long as it is legible and can be uploaded electronically to epaPRO
- A Declaration of Authenticity form must be signed by the apprentice, the training provider and the Employer. This form should be uploaded alongside the portfolio of evidence
- The portfolio of evidence must be submitted to VTCT Skills at the Gateway Stage
- A completed Portfolio of Evidence Mapping Document is required to be uploaded alongside the portfolio of evidence

Scheduling

Registering an Apprentice for End-point Assessment

You can register your apprentices for End-point Assessment via epaPRO. Apprentices can be registered at any time during their apprenticeship at no additional upfront cost.

You will require the apprentice's:

- Unique Learner Number (ULN)
- Name
- Date of birth

Further information on registering your apprentices will be supplied once VTCT Skills has received your signed EPAO agreement.

Scheduling an Apprentice for End-point Assessment

Providers must confirm that the apprentice has completed all of the mandated components of the standard via the apprentice checklist on the booking platform:

- End-point Assessment bookings must be made a minimum of 20 working days in advance of the desired assessment date(s) or within the standard requirement

- You will need to indicate preferred dates of assessment on epaPRO

- The End-point Assessment team will seek to match an Independent Assessor to your request

- The End-point Assessment team will formally confirm the booking by email and via epaPRO

Remote End-point Assessments

Remote assessments will ordinarily be conducted via a video conferencing platform. The apprentice will receive an automated email containing a link to their video conferencing platform within 72 hours of the assessment being booked. The apprentice will need this link to enter the video conferencing platform and complete their assessment.

Reasonable Adjustments

It is the responsibility of the training provider to apply for reasonable adjustments/access arrangements on behalf of the apprentice prior to the End-point Assessment taking place. For more information on reasonable adjustments, please refer to the VTCT Skillsfirst Reasonable Adjustments and Special Considerations Policy. This policy can be accessed on the epaPRO system.

Planning End-point Assessment dates

Prior to the End-point Assessment taking place, you will receive automated emails with:

- Confirmed start time and expected duration of the assessments
- Access to all relevant systems and resources

ID requirements

VTCT Skills will verify the identity of the apprentice before they undertake the assessment. All employers are therefore required to ensure that each apprentice has photographic identification with them on the day of assessment.

VTCT Skills will accept the following as proof of identity:

- A valid passport
- A signed UK photo card driving licence
- Employee ID card or travel card

The Independent Assessor will certify that they have seen valid identification before proceeding with an End-point Assessment and confirm the correct spelling of the apprentice's name in readiness for certification.

Cancellation

Under some circumstances, it may be necessary to cancel an End-point Assessment. Should this happen, you must contact the End-point Assessment team immediately. Please note that if a cancellation occurs within 10 working days of the assessment taking place, there will be a cancellation charge applied in line with our Cancellation Policy.

If the customer cancels the End-point Assessment:

- Prior to the date of the End-point Assessment, the customer must inform VTCT Skills by email (epa@vtctskills.org.uk)
- On the day of the End-point Assessment, the customer must inform VTCT Skills by telephone (02380 684502)

Cancellation of an End-point Assessment within 10 working days prior to the assessment taking place will incur the **full cost** of the End-point Assessment. For further details, the Cancellation Policy is available on the booking platform or on our website.

Should the apprentice wish to re-sit later, a new booking form should be made on epaPRO.

Overview of the End-point Assessment Period

Once the apprentice has submitted their evidence at the End-point Assessment Gateway Stage, they will then enter the End-point Assessment period.

The Team Leader End-point Assessment consists of **2 assessment methods:**

Assessment Method	Assessed by	Overall Grading
Assessment Method 1 Presentation with questions	Independent Assessor	Fail/Pass/Distinction
Assessment Method 2 Professional discussion underpinned by a portfolio of evidence	Independent Assessor	Fail/Pass/Distinction

A maximum of one apprentice can be assessed at any one time by the Independent Assessor during Assessment Method 1, Presentation with questions, and Assessment Method 2, Professional discussion underpinned by a portfolio of evidence.

Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **3 months**, beginning when VTCT Skills has confirmed that all the gateway requirements have been met by the apprentice.

If an End-point Assessment Method is not achieved, the failed Assessment Method should be re-sat or retaken within the End-point Assessment period, and in accordance with the requirements outlined in the Team Leader Assessment Plan.

Order of Assessment Methods

The Assessment Methods for the End-point Assessment can be completed in any order. The result of one Assessment Method does not need to be known before starting the next.

How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 2 Assessment Methods: Presentation with questions and Professional discussion underpinned by a portfolio of evidence.

All End-point Assessment methods must be passed for the End-point Assessment to be achieved overall.

Assessment Method 1: Presentation with questions

The Presentation with questions will be graded a Fail/Pass/Distinction against the grading criteria.

Assessment Method 2: Professional discussion underpinned by portfolio of Evidence

The Professional discussion underpinned by a portfolio of evidence will be graded a Fail/Pass/Distinction against the grading criteria.

Overall Grading

Performance in the End-point Assessment determines the overall apprenticeship grade of:

- Fail
- Pass
- Distinction

The grades from each individual Assessment Method are combined to determine the overall grade. If the apprentice fails one or more Assessment Methods, they will be awarded an overall End-point Assessment fail.

To achieve an overall EPA pass, the apprentice must achieve at least a pass in both Assessment Methods. To achieve an overall EPA distinction, the apprentice must achieve a distinction in both Assessment Methods.

Grades from the individual Assessment Methods will be combined in the following way to determine the overall grade of the End-point Assessment:

Presentation with questions	Professional discussion underpinned by portfolio of evidence	Overall grading
Fail	Fail	Fail
Fail	Pass	Fail
Pass	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

Assessment Method 1: Presentation with questions

Apprentices will prepare and deliver a presentation to an Independent Assessor based on a set topic.

The purpose of the presentation is to allow the apprentice to demonstrate their competence against the grading descriptors.

The Presentation with questions assessment will allow the apprentice to demonstrate their knowledge, skills and behaviours relating to the KSBs assigned to this Assessment Method.

The presentation must cover a summary of their role as a Team Leader, and what they do and how this is relevant to their role and the organisation. It should focus on how they tackle current topics and will cover all KSBs assigned to this Assessment Method.

The Independent Assessor will ask questions following the presentation to seek clarification where required and to assess the level of competence against the grading descriptors.

Delivery of the Presentation with questions

The presentation will be based on one of the following topics:

- Reviewing ways to reduce cost and increase efficiency in a business environment
- Using data and technology to support organisational goals
- Improving team performance to support organisational goals
- Leading and supporting a team through a period of change within the organisation

The apprentice will have the opportunity to draw on what they have learnt and experienced during their apprenticeship.

The apprentice must submit any presentation materials to VTCT Skills by the end of week 4 of the EPA period.

The Independent Assessor must have at least 2 weeks to review any presentation materials, before the presentation is delivered by the apprentice, to allow them to prepare questions. VTCT Skills will give the apprentice 1 weeks' notice of the date of the Presentation with questions assessment. The Independent Assessor will require at least 2 weeks to review any presentation material.

The presentation should cover the following themes:

- Data collection and benchmarking
- Problem analysis and conclusions
- People and relationships
- Future plans and opportunities

The Presentation with questions will take place in a quiet room free from distractions and influence. A VTCT Skills Independent Assessor will conduct and assess the Presentation with questions.

The Presentation with questions must last **50 minutes**. This will typically include a **presentation of 20 minutes** and **questioning lasting 30 minutes**. The Independent Assessor can increase the total time of the presentation and questioning by up to 10%. This time is to allow the apprentice to complete their last point or respond to a question if necessary.

During the presentation, the apprentice must have access to (if required):

- Audio-visual presentation equipment
- Flip chart and writing and drawing materials
- A computer

Following the presentation, the Independent Assessor will ask a **minimum of 5 questions**. The Independent Assessor can ask follow-up questions to clarify answers given by the apprentice.

The apprentice may choose to end any Assessment Method early. The apprentice must be confident they have demonstrated competence against the assessment requirements for the Assessment Method.

Venue

The presentation with questions must take place in a suitable venue selected by the End-point Assessment Organisation (for example, the employer's premises). The Presentation with questions can be conducted by video conferencing. VTCT Skills will have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided. The Presentation with questions should take place in a quiet room, free from distractions and influence.

Knowledge, Skills and Behaviours

The End-point Assessment Presentation with questions will cover the following Knowledge, Skills and Behaviours:

Knowledge

Knowledge reference	Knowledge criteria
K3	Processes and policies which support the delivery of operational requirements.
K5	Relevant regulation, legislation, and compliance that impacts their role and the organisation.
K6	Organisational strategy and objectives and how their role impacts on them.
K9	Communication techniques including presentation skills, negotiation and influencing skills.
K11	Stakeholder management.
K12	Problem-solving and decision-making principles.
K15	External factors that affect the workplace, such as sustainability and net carbon zero, and how they are managed.
K16	The impact that internal and external factors such as environmental impacts have on their role.
K19	The impact that cross-team working has in the delivery of organisational objectives.
K20	How to collate, interpret and communicate data and information to meet the needs of different audiences.
K21	The wider social and economic environment in which the organisation operates.

Skills

Skill reference	Skill criteria
S3	Able to collate and interpret data and information and create reports.
S5	Use information and problem-solving techniques to provide solutions and influence the decision-making process.
S9	Manage individual or team performance by setting objectives, monitoring progress, and providing clear guidance and feedback.
S15	Manage and maintain relationships with a diverse workforce and stakeholders.
S17	Interpret policy and support the delivery of equity, diversity and inclusion in the workplace and monitor their impact on their team.
S18	Identify future changes in the sector such as technology advances that may impact their organisation.

Behaviours

Behaviour reference	Behaviour criteria
B2	Supports an inclusive culture, treating colleagues and external stakeholders fairly and with respect.
B5	Works flexibly and adapts to circumstances.

Presentation with questions

Pass criteria

The apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Presentation with questions and all the criteria below:

Theme - Data collection and benchmarking		
Grading criteria	**Fail**	**Pass**
Outlines the processes and policies supporting the delivery (of the chosen topic) and the regulation, legislation and compliance which impacts their role and the organisation. (K3, K5)		
Explains how (the chosen topic) considers external factors affecting the workplace, how they are managed, and the influence of the wider social and economic environment in which the organisation operates. (K15, K21)		
Collates and interprets data and information to create reports tailored to the needs of different audiences. (K20, S3)		

Theme – Problem analysis and conclusions		
Grading criteria	**Fail**	**Pass**
Explains how their role impacts on the organisation's strategy and objectives and the impact that cross team working has on delivering them. (K6, K19)		
Applies communication techniques, problem-solving and decision-making principles to provide solutions and influence the decision-making process. (K9, K12, S5)		

Theme – People and relationships		
Grading criteria	**Fail**	**Pass**
Explains how they manage and maintain relationships with a diverse workforce and stakeholders, set objectives, monitor progress and provide guidance and feedback for individual and team performances. (K11, S9, S15)		
Explains how they proactively support the delivery of equity, diversity and inclusion in the workplace and monitor the impact on their team. (S17, B2)		

Theme – Future plans and opportunities		
Grading criteria	**Fail**	**Pass**
Describes the impact of internal and external factors on their role, identifying how they will work flexibly to adapt to future changes in the sector that may affect their organisation. (K16, S18, B5)		

Distinction criteria

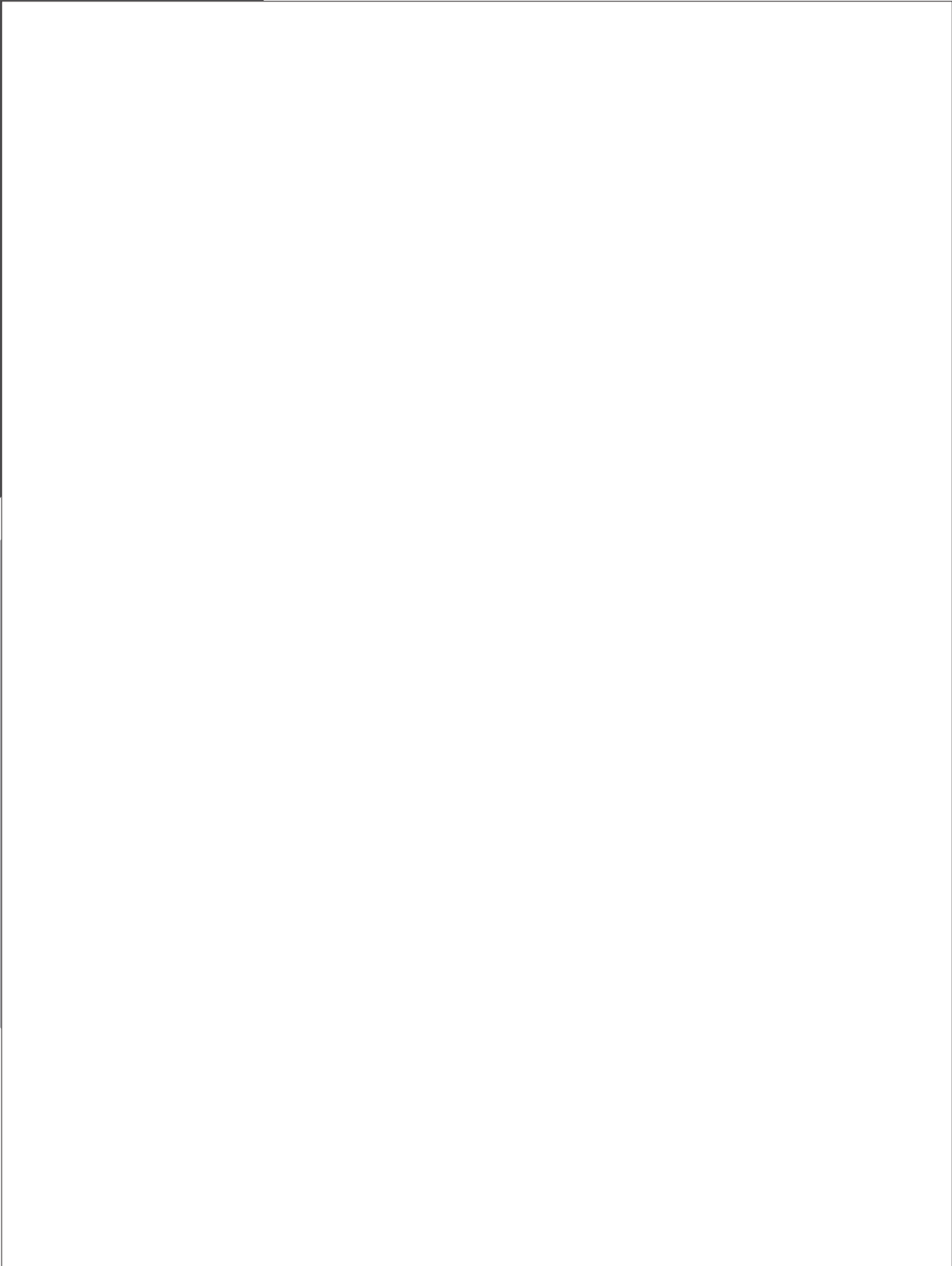Presentation with questions

Distinction criteria

The apprentice will achieve a Distinction grade in the Professional discussion underpinned by a portfolio of evidence if they provide evidence to meet all the Pass criteria and all the Distinction criteria below:

Theme – Data collection and benchmarking	
Grading criteria	**Distinction**
Evaluates the impact of external factors and the influence of the wider social and economic environment in which the organisation operates (on the chosen topic). (K15, K21)	
Evaluates how well the reports they created met the needs of different audiences. (K20, S3)	

Theme – Problem analysis and conclusions	
Grading criteria	**Distinction**
Justifies their selection of communication techniques, problem-solving and decision-making principles to provide solutions and influence the decision-making process. (K9, K12, S5)	

Theme – People and relationships	
Grading criteria	**Distinction**
Evaluates the impact in the workplace of promoting an inclusive culture. (S17, B2)	

Notes

Assessment Method 2: Professional discussion underpinned by portfolio of evidence

In the Professional discussion underpinned by a portfolio of evidence, a VTCT Skills Independent Assessor and the apprentice will have a formal two-way conversation. This gives the apprentice the opportunity to demonstrate the KSBs mapped to this Assessment Method.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence.

Delivery of the Professional discussion

The professional discussion will be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this Assessment Method to the highest available grade.

A VTCT Skills Independent Assessor will conduct and assess the professional discussion.

The purpose of the Independent Assessor's questions' is to assess the apprentice's competence against the following themes:

- Building a high performing team
- Communicating and implementing operational plans
- Managing change and continuous improvement
- Using technology
- Contributing to a project

VTCT Skills will give the apprentice 1 weeks' notice of the date of the professional discussion.

The Independent Assessor will require at least 2 weeks to review the supporting documentation.

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

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 professional discussion will last for **60 minutes**. The Independent Assessor can increase the time of the professional discussion by up to 10%, to allow the apprentice to respond to a question if necessary.

The Independent Assessor will ask at least **5 questions**.

The apprentice may choose to end any Assessment Method early. The apprentice must be confident they have demonstrated competence against the assessment requirements for the Assessment Method.

Venue

The End-point Assessment Professional discussion underpinned by a portfolio of evidence must take place in a suitable venue selected by VTCT Skills (for example the employer's premises). The Professional discussion underpinned by a portfolio of evidence can be conducted by video conferencing. The Professional discussion underpinned by a portfolio of evidence must take place in a quiet room, free from distractions and influence.

Knowledge, Skills and Behaviours

The End-point Assessment Professional discussion underpinned by a portfolio of evidence will cover the following Knowledge, Skills and Behaviours:

Knowledge

Knowledge reference	Knowledge criteria
K1	Performance management techniques.
K2	How to identify the learning needs of others and solutions to address them.
K4	Project management tools and techniques.
K7	How to manage resources to implement operational and team plans.
K8	Time management and prioritisation tools.
K10	Policy and procedure relating to people and organisational culture.
K13	Principles of change management and continuous improvement.
K14	IT and software used to support the activities of the business.
K17	Leadership and management approaches.
K18	The purpose of their role within the organisation, including their level of responsibility and accountability.
K22	Approaches to managing budgets, and options and choices to maximise efficient use of resources.
K23	Principles of equity, diversity and inclusion in the workplace and their impact on the organisation and the team.

Skills

Skill reference	Skill criteria
S1	Use resources to implement operational and team plans.
S2	Use tools to organise, prioritise and allocate daily and weekly work activities.
S4	Identify and support the development of the team through informal coaching and continuous professional development.
S6	Use digital tools for planning and project management to monitor project progress, taking corrective action to deliver against the project plan.
S7	Review work processes to identify opportunities to improve performance and for continuous improvement.
S8	Use technology and software to produce documentation, such as spreadsheets and presentation packages to communicate information.
S10	Manage others through change by identifying challenges and the activities to resolve them.
S11	Interpret organisational strategy and communicate how this impacts others.
S12	Interpret and apply regulation and legislation, share best practices, and advise stakeholders on their application.
S13	Communicate information through different media, such as face-to-face meetings, emails, reports, and presentations to enable key stakeholders to understand what is required.
S14	Collaborate with stakeholders in the organisation to ensure the delivery of operational goals.
S16	Negotiate with and challenge stakeholders to manage change and reduce conflict.
S19	Monitor the use of technology and the potential to reduce energy consumption through their optimisation in day-to-day tasks, such as reducing the use of paper and switching off items when not in use.

Behaviours

Behaviour reference	Behaviour criteria
B1	Acts professionally, ethically and with integrity.
B3	Takes accountability and ownership of their tasks and workload.
B4	Seeks learning opportunities and continuous professional development.

Professional discussion underpinned by a portfolio of evidence

Pass criteria

The apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional discussion underpinned by a portfolio of evidence and all the criteria below:

Theme – Building a high performing team		
Grading criteria	**Fail**	**Pass**
Describes their approach to identifying and supporting the learning and development needs of team members, as well as seeking out opportunities to develop their own learning and professional development. (K2, S4, B4)		
Describes the leadership, management and performance management techniques and tools they use to organise, prioritise, and allocate work activities. (K1, K17, S2)		
Explains their approach to sharing best practice and advising stakeholders on the practical application of regulation and legislation relevant to their work within the organisation. (S12)		
Explains how they have ethically and inclusively applied policies and procedures relating to people and organisational culture to support equity, diversity, and inclusion in the workplace. (K10, K23, B1)		

Theme – Communication and implementing operational plans		
Grading criteria	**Fail**	**Pass**
Explains how they use and manage resources and collaborate with stakeholders to implement and deliver operational goals and team plans within their level of responsibility and accountability. (K7, K18, S1, S14)		
Explains how they communicated the impact of organisational strategy on different stakeholders using different types of media to ensure understanding. (S11, S13)		

Theme – Managing change and continuous improvement		
Grading criteria	**Fail**	**Pass**
Explains how they apply the principles of change management and continuous improvement to work processes to identify areas where performance can be enhanced. (K13, S7)		
Describes how they negotiate with and challenge stakeholders and others, when managing change, and the activities used to resolve and reduce conflict. (S10, S16)		
Describes their approach to managing budgets and maximising the use of resources. (K22)		

Theme – Using technology		
Grading criteria	**Fail**	**Pass**
Describes the technology, software, and methods they use to produce documentation and support activities for the business, and how they monitor their use to reduce energy consumption when not in use. (K14, S8, S19)		

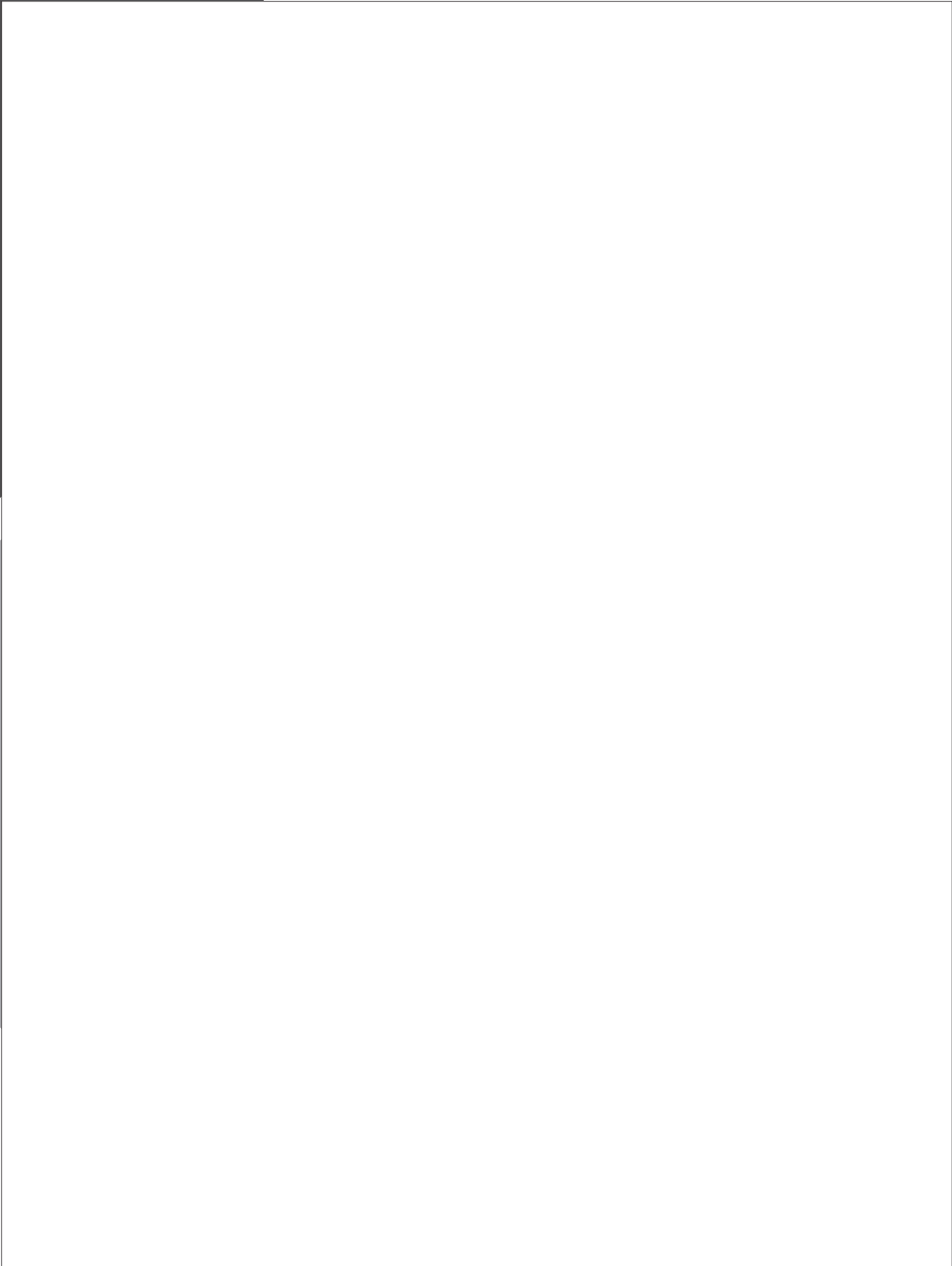| Theme – Contributing to a project		
Grading criteria	**Fail**	**Pass**
Explains how they utilise project management tools and techniques to plan a project, prioritise activities, monitor progress, and take corrective action to deliver against the project plan on time whilst taking ownership of the tasks. (K4, K8, S6, B3)		

Distinction criteria

The apprentice will achieve a Distinction grade in the Professional discussion underpinned by a portfolio of evidence if they provide evidence to meet all the Pass criteria and all the Distinction criteria below:

Theme – Building a high performing team	
Grading criteria	**Distinction**
Evaluates their approach to supporting and promoting equity, diversity, and inclusion in terms of impact on the workplace. (K10, K23, B1)	

Theme – Communication and implementing operational plans	
Grading criteria	**Distinction**
Evaluates the impact of the techniques they have used to communicate how organisational strategy impacts stakeholders, suggesting improvements to facilitate their understanding of what is required. (S11, S13)	

Theme – Managing change and continuous improvement	
Grading criteria	**Distinction**
Evaluates the extent to which continuous improvement techniques improve work processes. (K13, S7)	

Notes

Re-sits and Re-takes

An apprentice who fails one or more Assessment Method(s) 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.

An apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and VTCT Skills will agree on the timescale for a re-sit or re-take. A re-sit is typically taken within 2 months of the End-point Assessment 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 End-point Assessment outcome notification.

Failed Assessment methods must be re-sat or re-taken within a 6-month period from the End-point Assessment outcome notification, otherwise the entire End-point Assessment 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.

An apprentice will get a maximum End-point Assessment grade of pass for a re-sit or re-take, unless VTCT Skills determines there are exceptional circumstances.

Document history

Version	Details of amendments	Date
1	First Published	21/11/2024
2	Information on Reasonable Adjustments added to page 11 and minor copy amendments made	26/11/2024