Apprenticeships Guide for Placement
Last updated 14 May 2019

Version Control

Version #	Date	Description
V1.2	12.04.2019	Information added regarding Knowledge Module exams here Information regarding on the job evidence added to the Summative Portfolio section here Information regarding what the synoptic project consists of added here
V1.3	14.05.2019	Information added regarding the grading criteria, specifically how to get a merit and distinction added here Information regarding EPA resits added here Various FAQs added to the summative portfolio section.

Intro

Our aim in this document is to cover what you're supposed to be doing to become a Level 4 Software Developer at the end of your apprenticeship.

The document is a collection of FAQs we get from students and managers about what to do during the placement period of an apprenticeship.

Please email apprenticeships@makersacademy.com if you have any comments or suggestions on how to make this better.

Contents

What am I studying?
You should be reading this guide if you're on the **Level 4 Software Developer Apprenticeship** with your employer and Makers Academy.

Off-the-Job Training

What's the difference between OTJ and ONJ learning?
Off-The-Job learning is a rule set by the ESFA which states that apprentices must spend **at least** 20% of their total apprenticeship time learning and developing.

OTJ learning is *anything that occurs during normal working hours that is beyond the normal day to day work.*

Some examples of OTJ learning include:

- Workshops and training (like the 12 weeks you spend with us at Makers)
- Special training days/workshops arranged by your employer to develop knowledge, skills and or behaviours relevant to the apprenticeship
- Learning a new skill for the first time at work (in person or online)
- Shadowing or observing colleagues
- Mentoring
- Revision for your EPA or knowledge module test
- Industry visits and attendance in competitions
- Feedback and assessment
- E-learning / online courses

Placement Visits

Why do I need a placement visit?
Regular placement visits are a requirement of the ESFA, Ofsted and our end point assessment organisation - BCS.

Placement visits allow us to:
- Ensure that apprentices are on track with their portfolio and evidence collection
- Help apprentices set goals and targets to get back on track if they fall behind
- Support our apprentices with any workplace concerns and problems
- Ensure that apprentices are carrying out suitable work and tasks in their day to day role to fulfil the requirements of a software developer apprentice
- Give feedback on the progress of individual apprentices

How often will I be visited?
You will be visited every month whilst you are on placement with your employer. Your visits will be conducted either in person or remotely.

How often do I need to do an SSA?
Your SSA needs to be completed monthly in order for us to track your progress against the required points on the standard.

What if I need to cancel my visit?
Please let us know as early as possible if you need to cancel your placement visit. Quite often we've planned visits based on your location and others in your company being available and these timings are hard to rearrange.

We're happy for a limited number of visits to be conducted remotely (ie: if you're working from home or at a client site), however seeing you lovely people in person is so much better for our team to help you.

To cancel your visit, please email zakiyyah@makers.tech.

Knowledge Modules

What's the knowledge module?
The knowledge module is a qualification which assess apprentices' technical knowledge and understanding. This must be completed by the apprentice prior to the EPA.

The knowledge module is an online multiple choice question test consisting of 40 questions. The pass mark for the test is 26/40. At the end of the test, apprentices will be given a provisional grade. This will be confirmed by BCS within 5 working days.

The test is 1 hour long.

When will I sit the knowledge module exam?
Makers will release a schedule of available exam dates from June 2019 onwards. You will be able to select a suitable date from the exam schedule to sit the test. You must have successfully passed the Knowledge module and have received your certificate before you can sit your EPA.

Where do I do the test?
The knowledge module is invigilated - this means that you sit it under exam conditions (no talking, no Google, no phones etc). You will come back to Makers for the day to sit the test.

Can I resit a knowledge module test if I don't pass the first time around?
Apprentices are given 4 opportunities to pass the knowledge module test. In order to ensure that sufficient learning takes place in between resit attempts, time restrictions are imposed - this means:

Resit 1: Apprentices must wait 5 full working days from the first attempt
Resit 2: Apprentices must wait 10 full working days from the date of resit number 1
Resit 3: Apprentices must wait 1 full calendar month from the date of resit 2

How can I prepare for the knowledge module test?
Makers will provide a sample question paper so you can familiarise yourself with the type of questions that you may be asked.

End Point Assessment (EPA)

What is the End Point Assessment (EPA)?
The end point assessment is the final step in the apprenticeship journey. The EPA is an opportunity for apprentices to demonstrate that they've developed all of the skills, knowledge and behaviours outlined in the standard. This confirms that the apprentice is competent in their role and that they have fulfilled all of the requirements of the apprenticeship programme.

The EPA is delivered by an independent End Point Assessment Organisation (EPAO). All of Makers apprentices are assessed by The British Computer Society (BCS).

What is required at the end point assessment
The EPA includes an assessment of all the requirements held within the apprenticeship standard including; skills, knowledge and behaviours. The EPA takes place in the final few weeks of the apprenticeship and consists of the four assessment methods listed below:

> **Summative Portfolio** - This is a portfolio of real-work evidence that illustrates the application of all of the knowledge, skills and behaviours set out in the standard. This is produced by the apprentice with evidence from projects they have completed. The portfolio should comprise of a small number of complete pieces of work, which together, cover the totality of the standard. Apprentices will be asked to showcase their very best work that demonstrates how they've applied their knowledge and understanding in a real-work environment to achieve real-work objectives.
>
> The portfolio should tell a story of projects/campaigns with a clear beginning, middle and end to include any problems encountered, support received etc.
>
> **Employer Reference** - This is a reference from the employer that provides the employer's perspective on how the apprentice has performed in the workplace and how they have applied their knowledge, competencies and behaviours in work projects.
>
> These are best built over time in order to build an accurate picture of the apprenticeship. Templates will be provided to support employers to complete the reference.
>
> **Synoptic Project** - This is an assessment on how well the apprentice can perform in a controlled environment. The synoptic project is a simulated business project that will be completed at Makers, it will take between 3-5 days to complete. Apprentices are allowed a maximum of 40 hours to complete the project. Synoptic projects cannot be undertaken until the apprentice has completed at least 1 year and 2 days of their apprenticeship.
>
> **Interview** - BCS will arrange an interview with an independent assessor to review the apprentices portfolio, synoptic project and employer reference. The purpose of the interview is to clarify any questions that the assessor has from their initial assessment of the EPA documents. The apprentice will be given the opportunity to provide further verbal evidence of their competencies and skills before the final grade is awarded.

The interview will normally be conducted via Skype (or other similar video conferencing software determined by BCS). The interview will be recorded. The interview will last between 60-90 minutes.

The date of the interview will be confirmed within 15 working days of BCS receiving the apprentices synoptic project. Interviews will usually take place in the following 15-20 working days.

How can I make sure I pass?
As the EPA is graded, you should make sure you present your best work as well as showing that you have met all of the standard points.

The apprenticeship standard points are set out in the Occupational Brief, which is publicly available from The Tech Partnership website.

How is the apprenticeship graded?
The possible grades for the apprenticeship are:

Pass
Merit
Distinction
Referred - (more work is needed to demonstrate the expected minimum requirements to pass)

BCS use the following criteria for grading:

The **What** - what you have shown you can do
The **How** - the way in which work has been done
The **With Whom** - The personal and interpersonal qualities you have brought to all of your work relationships

How do I get the higher marks?
To get higher marks, (a merit or distinction) you need to demonstrate that you not only meet all of the minimum requirements set out in the apprenticeship standard, but that you are 'significantly above the expected level'.

The following table shows what you would need to demonstrate to be assessed as 'significantly above the expected level'.

This information is publicly available in the Software Developer Assessment plan which can be accessed via the Institute for Apprenticeships website.

The What (What you can show you can do)	Description of what significantly above the expected level of quality looks like
Breadth The range of tools and methods understood and applied	Understands and applies a wide range of tools and methods Accurately and appropriately applies and effectively implements the right tools and methods in a variety of different situations
Depth The level to which these tools and methods are understood and applied	A sophisticated user - fully exploits the functionality/capability of the tools and methods Extensive and deep understanding of different tools and methods and how and why they can be applied in different contexts
Complexity	Deals confidently and capably with a high level of interrelated and interdependent factors in their work

The How (How you have done it)	Description of what significantly above the expected level of quality looks like
Responsibility The scope of responsibility and the level of accountability demonstrated in the apprentices work	Undertakes work that is more complex, more critical or more difficult Works independently and takes high level of responsibility
Initiative	Independently demonstrates an ability to extend or enhance their approach to work and the quality of outcomes Doesn't just solve the problem but explores creative or innovative options to do it better, more efficiently, more elegantly or to better meet customer needs
Delivery focus The extent to which the apprentice has shown they can grasp the problems, identify solutions and make them happen to meet client needs	Shows strong project management skills, in defining problems, identifying solutions and making them happen Demonstrates a disciplined approach to execution, harnessing resources effectively Drives solutions – with a strong goal focused and appropriate level of urgency

The With Whom (Who you have done it with)	Description of what significantly above the expected level of quality looks like
Scope and appropriateness The range of internal and external people and situations that the apprentice has engaged appropriately and effectively with	Internally – works alone, 1:1, in a team and across the company with colleagues at all levels Externally – works with customers, suppliers and partners in a variety of situations Reads situations, adapts behaviours, and communicates appropriately for the situation and the audience
Reliability The extent to which they perform and behave professionally	Can be trusted to deliver, perform and behave professionally, manages and delivers against expectations, proactively updates colleagues and behaves in line with the highest values and business ethics
A role model and exemplar to others	Actively inspires and leads others, takes others with them, leads by example

How do I get a merit?
You must show that 'The What' is significantly above the expected level of quality **AND EITHER** 'The How' **OR** 'The With Whom' are significantly above the expected level.

How do I get a distinction?
You must show that 'The What', 'The How' **AND** 'The With Whom' are **ALL** significantly above the expected level.

Summative Portfolio

What makes a good portfolio?
A good portfolio will evidence that you are competent against all of the standard points.

It should also show that you:
- Are embedded with your company
- Understand the business domains
- Are able to work with external/internal stakeholders
- Can effectively communicate with other teams around the company to get stuff done

Does the portfolio really have to cover every standard point?
Yes, in order to get to gateway (the point in which you, Makers and your employer all decide that you are ready for the EPA) we have to declare that your portfolio meets each of the points listed in the standard.

If you feel that the evidence you submit against some of the standard points is weak, this can be supplemented by stronger evidence from your synoptic project and/or your answers from the interview.

What is evidence? / What is good evidence?
BCS want to see evidence of work that you've carried out against the apprenticeship standard that shows:

WHO - Who did you do it for?
WHAT - What did you do?
WHY - Why did you do it?
HOW - How did you do it?

Your portfolio should contain a selection of different types of evidence (examples below) which demonstrate tasks that you have carried out in your day-to-day role, towards the end of the apprenticeship.

All evidence should be valid, authentic, current and sufficient.

What kind of evidence can I submit?
You can submit any kind of evidence that helps you demonstrate the work that you've been completing throughout your apprenticeship. This includes:

- Photos
- Videos of you demonstrating skills
- Reflective statements
- Screenshots of code
- Emails from/to colleagues and/or stakeholders
- Feedback from colleagues or your mentor
- Witness testimonies from managers/colleagues
- Audio recordings

The only type of evidence that BCS cannot accept as part of the portfolio is links to evidence or links to an external portfolio (as the content may change after the link has been submitted).

How do we log the evidence for the portfolio?
We've created a simple form that should allow you log evidence against the standard points. You can find this here : https://airtable.com/shrliikhzm5p3FQQ3

Is there a template for portfolio evidence?
Not yet. Having asked for this from BCS, they've said that an evidence pack is highly individualised to each apprentice and may or may not contain work that is of a sensitive nature. We recommend collecting evidence and working with your line manager and our coaching team to ensure you're doing the right thing.

Against which standard points should we submit evidence?
You should use the standard points in the evidence submission form. The coaching team will assess each piece of evidence and map them onto the new standards we've just received from BCS.

Can I use my work from the bootcamp as evidence?
Unfortunately not. The evidence needs to demonstrate real world work, ie: things that you do with your employer during working hours. This is also known as On The Job Evidence.

Does all the evidence need to be On The Job' evidence or can some be from side projects you have done in your free time?
The short answer is that if it's related to the work that you do during working hours, then we can potentially include this.

From BCS :

"Work created related to the role but potentially outside of 'day job' can be included to show commitment, especially if assigned by the employer as part of their CSR. This must be relevant, and the learners own work and they should record their role even if part of a team."

What if my code isn't public?
BCS is aware that some companies have strict IP rules and will not let apprentices include company code in their portfolios. BCS does not expect to see any confidential information.

Screenshots can be annotated to hide any IP information, but it is essential that the apprentice can describe the project itself, what was required, who it was for, who they worked with and also what they did. Specific details are not required - it is merely to evidence the competence of the apprentice.

It is sufficient to explain the purpose of the code, who and what it was requested for, their approach to the development, the process they followed, issues, difficulties, concerns etc. Screenshots and annotation of the environment simply support this. If there are gaps, these can be filled within the project choice and also further explained at interview.

If portfolios contain redacted code, assessors will use generic questions to check the validity of the evidence/witness testimony so be prepared to answer questions on what you've done and how.

What if I'm mostly pairing or mobbing? Can I include this work?
Yes, BCS understand that as an apprentice it may be rare for you to work solo on a project. However, they are only interested in seeing your specific contributions included in your portfolio.

This could be code that you've written whilst driving a pairing session or perhaps snippets of code that you've reviewed whilst navigating.

The important thing to focus on is your own contribution. For example, if you didn't write the code but you were responsible for reviewing it explicitly state this. If you made a suggestion on how something could be improved but weren't directly responsible for implementing this, explain this.

BCS suggest "Encouraging the apprentice to say "I" not'' "we" in their evidence" so please bear this in mind when writing reflective statements for your portfolio?

How should I structure my portfolio?
Again, there's a number of options here. If you're happy to, the most natural way we can suggest to do this right now is to keep a log of your learning on Github. This will allow you to store images, journals,

screenshots and much more. Once you have collected enough evidence to create your portfolio, your placement coach will support you with structuring it.

Remember each piece of evidence does need to be submitted to Makers here :
https://airtable.com/shrliikhzm5p3FQQ3

How can we see what we've submitted? How can we see this or edit this?
At the moment our system is limited to collecting evidence. However we can share any evidence collected with yourselves and the apprentice on request to review / resubmit. The perfect opportunity for this is during the placement visit.

In the meantime to keep track of your evidence it would be worthwhile to keep your own log of your evidence on Github or even just in a folder on your desktop - whichever works well for you.

Requirements of the portfolio. Are there examples to look at?
There is no sample portfolio because a good portfolio will vary depending on the job role of the apprentice.

There is also no minimum or maximum requirement for the number of evidence pieces included in the portfolio.

On average BCS estimates that distinction level portfolios usually contain between 6-8 amazing projects.

What is a project?
A project is a piece of work you've completed that has a defined beginning and end, i.e. creating a specific product or service or to making changes to a specific product or service. A coach will help you to assemble your submitted evidence into coherent projects towards the end of your placement, if you've not already done that.

How do I submit a project?
You should submit individual pieces of evidence throughout your placement and map those to standard points using the form. Towards the end of your placement, a coach will help you to assemble individual pieces of evidence into projects. To get a head start you could start to think about how the individual pieces of evidence might fit together.

How many projects do I need?
BCS recommends that apprentices submit 6-8 projects because this is normally what is required to meet all of the standards. If you can meet all the standards with fewer than 6 projects, that's fine. Towards the end of your placement, a coach will help you to assemble your evidence into projects.

Do we have to do projects or is it ok to submit bits and pieces of evidence?
BCS says that projects are the best way to get to Distinction but snippets of code and other smaller pieces of evidence are also fine. If you find it challenging to assemble your evidence into coherent projects, a coach will help you to do that towards the end of your placement.

Shall I just include everything in my portfolio?
No, we do not recommend including every piece of work you have completed in your portfolio. BCS are interested in quality over quantity - they recommend including only your best work as including too many

low quality pieces of work can affect your overall grade.

You'll be able to refine your portfolio with the help of a Makers coach before anything is submitted to BCS. This will be done before we get you ready for Gateway and will likely be part of your placement visit.

Important : Nothing will be submitted to BCS without your prior approval

What happens after evidence is submitted? Who collates the portfolio?
Evidence is submitted to and held by Makers. We need to review each piece of evidence and approve it. Towards the end of the year, a coach will sit with you to curate a final snapshot of all the evidence you have submitted and that will become your summative portfolio.

How is the portfolio submitted?
Evidence is submitted to BCS via Box.com by Makers digitally. Over the next few months, BCS will be implementing a portfolio submission system called ACE360 which we will then have to use to submit portfolios. We should be set up on the system by July. Makers will also be responsible for portfolio submission on the new system.

Will I get a copy of my Portfolio?
Yes, you will get a copy of your portfolio. You will need this for the final interview.

Synoptic Project

What is the Synoptic project?
The synoptic project is an assessment which apprentices complete in a controlled environment. It is a simulated business activity. The project will take between 3-5 days to complete. Apprentices are allowed a maximum of 40 hours to complete their project.

What do I have to do?
You will be given a business and technical brief in which you are asked to build a finished product i.e. a full stack web application. You will have to design, build, test and document the piece of software which will be something like a media player or a membership card system.

Does everybody complete the same project?
No, there are a minimum of 2 synoptic projects which you will be able to choose from. Makers will share the project outlines of each project with you and your employer 4-6 weeks before you are due to complete your synoptic project. All three parties will work together to decide which project is most relevant for you to complete.

Why can I see the project before the assessment if it's an exam?
You won't see the full project details before you come to Makers for the week long assessment. We only share the project outline with you. On the first day of the live synoptic project you will receive additional information which will enable you to successfully complete the project.

What is a controlled environment?

By controlled environment we mean in a quiet room, away from your normal place of work. This means that you will come back to Makers for the week of your synoptic project. Coaches and other students are **not** permitted to help or give examples.

How can I successfully pass the synoptic project?
Process and principles are more important than getting everything perfect. BCS are looking to see that you understand what you have been asked to do and the steps that you could take to achieve this.

BCS are particularly interested in your approach and methods for problem solving and troubleshooting etc. Even if you are not able to successfully complete the project to the set specifications, you can still pass with flying colours if you clearly document your process and understand and highlight the problems.

Employer Reference

What is the employer reference?
The employer reference gives the employer's perspective on how the apprentice has performed in the workplace and applied their knowledge and behaviours in work projects.

Who should write the employer reference?
The employer reference should be written by the apprentice's mentor or line manager. It should be somebody who works with the apprentice closely on a regular basis.

What if my line manager isn't technical?
Although some non-technical information on the apprentice's behaviours is useful and relevant, it is best to ask somebody with technical knowledge to write the reference as it will help assessors map the apprentices work against the standards.

What should it include?
The employer reference should include descriptions of the apprentices work activities including:
- What they've done
- How they've done it
- Have they been consistent?

Will the apprentice see the employer reference?
Yes, the apprentice will have access to a copy of the reference. They will have to read it before their interview with BCS as the assessors will ask the apprentice questions regarding the reference.

When should the reference be written?
We recommend writing the reference throughout the apprenticeship journey. Leaving it to the end can be problematic if quality detail is lost or if roles/staff change.

I don't know where to start with the reference?
BCS provide an employer reference template which is a helpful place to start. Makers will provide employers with a copy of the template to use.

Do I have to use the template?

BCS will accept documentary, audio or visual references. If visual or audio files are used they must be timestamped.

What if I get given a bad reference?
We hope that none of our apprentices ever get a bad reference! A bad reference in isolation is not enough to cause the apprentice to fail. BCS recognise that sometimes issues might arise like a clash of personalities between apprentices and line managers. They will always give the apprentice the opportunity to respond to statements made in the reference. If the reference doesn't cover the standards required, BCS will actively look for evidence elsewhere (the portfolio, synoptic project and during the interview).

Final Interview

The end interview, what are they expecting to be asked at this interview?
There isn't a set of example questions for the EPA interview. The assessor will tailor the interview questions to the individual apprentice based on the information provided in the portfolio, employer reference and synoptic project. Because of this, we can't guarantee what the assessor will ask.

However, the following questions are generic and provided for illustrative purposes only:

Factual Questions:
- What are the main risks in your work?
- How does the regulatory environment affect what you do?
- What are the organisation's commercial goals?
- What factors are shaping your industry at the moment?

Process Questions:
- What are the key things that make a difference to how well you do your job?
- How do other people you work with, including customers and clients, affect the way you work?
- What are the most important ways that you have found to manage relationships in your work?
- Who do you manage relationships with?
- What do customers and clients respond to well?
- In what ways do you try to make relationships with customers and clients more productive?
- What are the main difference between customers/clients and other stakeholders?
- How do you manage the various stakeholders?

Behavioural Questions:
- Tell me about how you approached this task?
- How did you recognise the problem?
- Give me an example of thinking differently about a task.
- Describe a decision that you made using a logical approach.

Funnelling Questions:
- Tell me about a time when you needed to communicate something important to:
  - Customers/clients
  - Colleagues
  - Superiors

- What worked well in this situation?
- What didn't work as well as you had hoped?
- What did you learn about your communication from this situation?

The interview will be a two-way conversation to establish the breadth and depth of the knowledge, skills and behaviours of the apprentice and their approach to tasks.

What is the interview about?
The aim of the interview is to re-emphasise work submitted in the portfolio, comments from employer and the approach to the synoptic assessment.

The assessor will be looking to validate any work that you have submitted as part of your EPA. They want to make sure that all of the work you've submitted is your own. It's important that you understand and can explain everything contained in your portfolio.

What are they expected to present at the interview?
Apprentices aren't expected to present anything specific at the interview. They are expected to be able to answer questions about their portfolio of work, their job, the synoptic project and the employer reference. The interview isn't an exam.

Who conducts the interview?
The interview will be carried out by an independent BCS assessor. The assessor will have access to your portfolio of work, synoptic project and employer reference.

How should I prepare for the interview?
To prepare for the interview you should review all of the components of your EPA (your portfolio, synoptic project and employer reference). You should make sure that you feel comfortable answering questions on all of the work that has been submitted.

Before the interview you should also think about practicalities. Make sure any devices you are using for the interview are charged, including laptops, smart phones and wireless headphones. Book a private, quiet meeting room so that you are not disturbed. Make sure wherever you plan to undertake the interview, you have a good wifi connection. All apprentices must ensure that they have access to a **working webcam** and **must take photo ID to the interview**.

The interview is the final part of the EPA which means it is your final chance to show assessors all of the great work you've completed as part of your apprenticeship so we encourage all of our apprentices to prep until you feel confident.

Can I take anything into the interview with me?
Yes! We recommend taking a copy of your portfolio, your synoptic project and employer reference into the interview with you so you may refer to them. You can also take any work or certificates that you completed after you submitted your portfolio which you want the assessor to see.

Remember you also need your photo ID!

I'm not good at interviews - help!

The interview isn't an exam! The assessor will try to make you feel as comfortable as possible. Assessors will use prompts to help you answer questions and keep you on track. You can take your own prompts into the interview with you to refer back to if you get stuck. A Makers coach will help you prepare for your interview by carrying out a mock interview based on your portfolio with you.

Assessment Dates

When is my exam / assessment?
We can't give you specific dates of your EPA until we have agreed them with yourself, your employer and BCS but we can give you an idea of the timescales for each element of your EPA which are outlined below:

Gateway
This is the stage where you, Makers and your employer all confirm that you are ready for EPA. To get to the gateway stage, you must:

- Have successfully completed the knowledge module exams and have your certificates
- Have provided us with copies of your GCSE certificates (or equivalent L2) *OR* have achieved your L2 during your apprenticeship and have your certificates
- Have completed your summative portfolio which evidences all of the standard points
- Have received your employer reference
- Have worked with Makers and your employer to select the synoptic project that you want to complete as part of your EPA (Makers will provide you with the project briefs when you are nearing gateway)

Synoptic Project
Your synoptic project will start a minimum of *10 working days* after we declare you have reached gateway. We will confirm a suitable date with yourself and your employer as you will need to come back to Makers to complete your project (it doesn't have to be exactly 10 working days, this is just the minimum notice we are required to give to BCS).

EPA Interview
BCS will confirm the date of your EPA interview within *10-15 working days* of receiving your Synoptic project. Makers will help you prepare for your interview in this time.

The interview will take place in the following *15-20 working days*.

Grading
BCS will confirm your final grade *5 working days* after the interview.

Appeals
If you wish to appeal your grade, you have *20 working days* from receipt of the final grade to submit an appeal.

Certificate

BCS will request the certificate *25 working days* after the date of the interview (unless appealed). If you receive a distinction, BCS will request your certificate on the same day the final grade is issued (as there is nothing to appeal!).

The certificate is sent to the employer's address so it's important to keep Makers up to date with your place of employment so we can update BCS

Resits

Can you resit the EPA?
Apprentices can resit the EPA if they don't pass the first time around. Some employers have a limit to how many times apprentices can resit, which will be written into apprentices' individual employment contracts or apprenticeship agreements. If you are unsure if your employer has restrictions, please chat to your line manager or a member of Makers staff so we can look into it for you.

How can I make sure I pass my EPA resit?
If you don't pass EPA first time you will get detailed feedback from the assessor who originally marked your work. The feedback will highlight specific areas of improvement before you resit the EPA. This means that it is very unusual not to pass the second time around.

Once we have received the feedback on your end point assessment from BCS, a Makers placement coach will work with you to go through it and make any of the amendments necessary to pass the EPA.

Does this mean I need to resit each element of the EPA?
Not necessarily. We will review the feedback report from BCS in the first instance. This will outline which areas were weak and need to be improved. From here we will know which elements should be repeated, this may mean improving all areas (portfolio, synoptic project, employer reference and interview) or just selected areas.

How do I arrange a resit?
Once we are satisfied that you have met the requirements outlined in the feedback and are ready for gateway again, we will arrange the resit on your behalf at a time to suit you.

Can I appeal my grade?
Apprentices may appeal against a grading decision if they believe that the decision reached is unreasonable or unfair. We have a policy for this which outlines the steps you need to take, the policy is available on request. BCS also has their own appeals policy which Makers will talk you through should you wish to make an appeal.

Message a member of the team on Slack or email apprenticeships@makersacademy.com for a copy.

Glossary Terms

EPA = End Point Assessment
EPAO = End Point Assessment Organisation
BCS = British Computer Society
OTJ = Off the job training
ONJ = On the job training