Southampton Solent University
East Park Terrace, Southampton, SO14 0YN

End Point assessor ID: EPA0325

End Point Assessor Report

Apprentice	
Pathway	
Student Number	
Unique Learner Number	
Assessor	
Solent Support Tutor	
Employer	
Date	
In Attendance:	

Assessor Role - End Point Assessment

This assessment has been conducted with respect to the guidance for independent End Point assessors as defined within the assessment plan and Apprenticeship rules:

Digital industries - Assessment plan - BSc (Hons) Digital & Technology Solutions

The End Point Assessment integrates the project outcomes and presentation into the overall Synoptic Project assessment. It is this End Point Assessment which will be judged against the standard, and test the skills, knowledge, and behaviours together as applied through the project.

As End Point Assessor, I have not been involved in teaching or assessing the Apprentice during their studies at Southampton Solent University. Each of the University modules have already been independently assessed by tutors, internal and external examiners who have verified the University's quality control of these modules. I have not sought to repeat this exercise. I have however surveyed the course work through the portfolio mapping, and I am satisfied that the learning outcomes of the apprenticeship have been met.

KSB Mapping Matrix checked: YES/NO

During this End Point Assessment, the independent assessor is required to review the Synoptic Project and Presentation which together signify the completion of the degree and the overall Apprenticeship programme. It is in this capacity that I am conducting a final review and interview with the Apprentice.

Summary of External examiner roles in relation to the synoptic project	
Preparation	**Assessment**
• Independently reviews the project aims, assessment criteria and schedule.	• Independently reviews student project work. • Independently reviews samples of completed marking to ensure consistency and quality.
Summary of External examiner roles in relation to the Synoptic presentation	
Preparation	**Assessment**
• Independently reviews the presentation scope, assessment criteria and schedule.	• Independently reviews Apprentice presentations. • Independently reviews samples of completed presentation marking to ensure consistency and quality.

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Review Questions

I have reviewed learning outcomes for the Apprentice programme and the Apprentice's Synoptic Project Report and Presentation. In the interview I have asked (subject to time constraints) several questions following from the report which also test some key aspects of the learning outcomes of the overall programme. These are indicated in the following tables in the appendix.

Overall Impression and Recommendation

Having seen the apprentice's presentation and having observed their responses to several questions outlined in Appendix A, I am convinced that they meet the learning and behaviour outcomes expected for this Apprenticeship standard.

The apprentice has demonstrated a good working knowledge of the main technologies used in their organisation and why they had been chosen. They have also demonstrated awareness of the wider business and strategic issues which influenced the day-to-day design choices in their company.

As the Independent Assessor, and in agreement with the Southampton Solent University Support Tutor and the Employer, I recommend that the apprentice passes their Synoptic Project End Point Assessment. With a numeric grade of **<??%>*** and classification of **<Distinction - Merit - Pass>** for this module.

Signed

<Assessor Name>

*** The numeric value for this module will contribute to the overall grade average for the final degree and apprenticeship classifications, in line with Southampton Solent's grading regulations, to determine the final Apprenticeship degree classification. This might take up to 2 weeks to be confirmed.**

Appendix A - Assessment Interview Questions

Review of Learning Outcomes – The apprentice has already been assessed in the skills outcomes in their core and occupational specialisms within their on-programme modules throughout the apprenticeship degree, and these have been mapped to the Knowledge, Skills, and Behaviours (KSBs) within their portfolio mapping documents. **Not all criteria in the KSB Outcomes will be tested, depending on the project type/scope/focus and apprentice specialism. Ask between 4-6 questions**

Assessing the KSB Outcomes

Solent KSB Codes	Area of competence	Assessment criteria	*Report & Presentation Questions*	Possible Response to questions
Core Skills from the standard				
CS1	**Information Systems:** Can critically analyse a business domain (Core functions & processes of a company) to identify the role of information systems, highlight issues and identify opportunities for improvement through evaluating information systems in relation to their intended purpose and effectiveness	Understanding of the business domain and how information systems align with its goals, demonstrated by the clarity and depth of their analysis. Key aspects could include identifying system roles and purposes, uncovering specific issues, and using evidence-based insights to evaluate system effectiveness, realistic, strategically aligned improvements that show innovative thinking and practicality within the business context.	*How did you analyse our business domain Core functions & processes of a company) in your project to determine the role of information systems? What issues did you identify, and what opportunities for improvement did you highlight based on your evaluation of these systems?*	*In my project, I analysed our core business functions by mapping departmental objectives and workflows to understand information system roles. For example, I assessed the customer relationship management (CRM) in Sales for data accuracy and integration with other systems. I identified issues, like outdated data interfaces causing inconsistencies, and a lack of automation slowing lead management.*
CS2	**Systems Development:** analyses business and technical requirements to select and specify appropriate technology solutions. Designs, implements, tests, and debugs software to meet requirements using contemporary	Ability to analyse requirements and select suitable technology solutions, effectively design, implement, test, and debug software using methods like agile, and ensure secure, resilient artefacts through robust development practices. Skill in configuring and deploying	*In your project, how did you analyse both business and technical requirements to select and specify the appropriate technology solutions? Can you describe your process for designing, implementing,*	*In my project, I began by analysing business and technical requirements, consulting stakeholders to identify priorities. I selected a cloud-based solution for its scalability, matching business needs and technical*

	methods including agile development. Manages the development and assurance of software artefacts applying secure development practises to ensure system resilience. Configures and deploys solutions to end users.	solutions for end users efficiently and reliably is also essential.	*testing, and debugging the software? How did you apply contemporary methods like Agile development?*	*specifications. Using Agile methods, I designed, implemented, and tested iteratively, which improved adaptability to feedback. For secure, resilient software, I applied secure coding practices and robust testing, then configured and deployed to end users, ensuring efficiency and reliability in delivery.*
CS3	**Data:** Identifies organisational information requirements and can model data solutions using conceptual data modelling techniques. Can implement a database solution using an industry standard database management system (DBMS). Can perform database administration tasks and is cognisant of the key concepts of data quality and data security. Can manage data effectively and undertake data analysis.	Focuses on the ability to identify organisational information needs and model data solutions using conceptual techniques, implement databases with an industry-standard DBMS, and perform essential database administration. Competency in data quality, security, effective data management, and analysis is also essential	*What organisational information requirements did you identify during your project, and how did you model your data solutions using conceptual data modelling techniques? Can you explain how you implemented a database solution and your approach to database administration, particularly regarding data quality and security?*	*I identified the need for accurate, real-time reporting and designed a data model reflecting this. Using an industry-standard Database Management System (DBMS), I developed a database solution with essential security protocols and managed user permissions to uphold data quality and security. Through routine administration, I ensured efficient data handling, enhancing organisational data reliability.*
CS4	**Cyber Security:** can undertake a security risk assessment for a simple IT system and propose resolution advice. Can identify, analyse and evaluate security threats and hazards to planned and installed information systems or services (e.g. Cloud services).	Ability to perform security risk assessments for basic IT systems, provide resolution advice, and identify, analyse, and evaluate security threats to both planned and existing information systems, including services like Cloud.	*How did you conduct a security risk assessment for the IT system involved in your project? What resolution advice did you propose, and how did you identify and evaluate potential security threats or hazards to the information systems or services you implemented?*	*For security, I conducted a risk assessment, identifying potential threats like phishing and unencrypted data storage. I proposed encryption and multi-factor authentication to mitigate these risks. I analysed these threats, focusing on user access patterns and cloud vulnerabilities, and evaluated their impact to ensure comprehensive security for the project.*
CS5	**Business Organisation:** can apply organisational theory, change management, marketing, strategic practice, human resource	Ability to apply organisational theory, change management, marketing, strategy, HR, and IT service management in developing technology solutions. Skill	*In your project, how did you apply organisational theories such as change management, marketing, and strategic*	*To support our technology solution, I applied change management principles to ease user adoption and incorporated*

	management and IT service management to technology solutions development. Develops well-reasoned investment proposals and provides business insights.	in creating well-reasoned investment proposals and providing valuable business insights is also essential.	*practice to the development of your technology solutions? Can you discuss how you developed your investment proposal and the insights it provided for the business?*	*strategic goals in the design. I developed an investment proposal highlighting expected Return on investment (RO)I and productivity gains, providing insights that helped align the solution with broader business objectives*
CS6	**IT Project Management**: follows a systematic methodology for initiating, planning, executing, controlling, and closing technology solutions projects. Applies industry standard processes, methods, techniques and tools to execute projects. Can manage a project (typically less than six months, no inter-dependency with other projects and no strategic impact) including identifying and resolving deviations and the management of problems and escalation processes.	Ability to follow a structured methodology for initiating, planning, executing, controlling, and closing technology projects. Proficiency in using industry-standard processes, methods, and tools to manage short-term, low-complexity projects, including handling deviations, problem resolution, and escalation, is essential.	*Can you describe the methodology you followed for initiating, planning, executing, controlling, and closing your technology solutions project? What industry-standard processes, methods, techniques, and tools did you apply, and how did you manage any deviations or problems that arose during the project?*	*I used a structured project management methodology, starting with detailed planning. I employed industry tools like Jira for tracking progress and handled deviations by consulting stakeholders promptly. My approach to problem ensured timely resolution, supporting the project's smooth progression from start to finish*
CS7	**Computer and network infrastructure:** can plan, design and manage computer networks with an overall focus on the services and capabilities that network infrastructure solutions enable in an organisational context. Identifies network security risks and their resolution.	Ability to plan, design, and manage computer networks, emphasising the services and capabilities these networks provide within an organisation. Skill in identifying network security risks and implementing effective resolutions is also essential.	*In your project, how did you plan and design the computer and network infrastructure to support the organisational services and capabilities? What considerations did you consider ensuring that the network infrastructure met the company's needs? Additionally, how did you identify potential network security risks, and what*	*I planned and designed a network infrastructure focused on secure, reliable services for the company's needs. I considered bandwidth, network segmentation, and backup systems for resilience. To address security, I identified potential risks like unauthorised access and recommended firewalls and regular vulnerability assessments*

			strategies did you propose to address these risks?	*to maintain network integrity*
Core Technical Knowledge from the standard				
CTK1	How business exploits technology solutions for competitive advantage.	Understanding of how businesses leverage technology solutions to gain competitive advantage. This includes analysing strategies, identifying key technologies, and evaluating their impact on organisational performance and market positioning.	*In your project, how did you identify and leverage (optimise) technology solutions to create a competitive advantage for the company? What specific strategies did you implement?*	*I identified key technology upgrades to enhance operational efficiency, specifically improving response time in customer interactions. Using cloud automation and AI-driven analytics, we gained insights into customer preferences, enabling faster, data-driven decision-making. This enhanced service delivery provided a competitive edge by increasing customer satisfaction and loyalty*
CTK2	The value of technology investments and how to formulate a business case for a new technology solution, including estimation of both costs and benefits.	Ability to evaluate the value of technology investments and develop a compelling business case for new technology solutions, including the accurate estimation of both costs and benefits.	*How did you assess the value of the technology investments made during your project? Can you describe how you formulated a business case for any new technology solutions, including your approach to estimating both costs and benefits?*	*I evaluated the value of our technology investments by comparing projected benefits against estimated costs, focusing on productivity gains and reduced operational overhead. For the business case, I outlined costs for software upgrades and projected ROI, factoring in both direct savings and long-term growth potential from increased efficiency.*

CTK3	Contemporary techniques for design, developing, testing, correcting, deploying and documenting software systems from specifications, using agreed standards and tools.	Proficiency in contemporary techniques for designing, developing, testing, correcting, deploying, and documenting software systems from specifications, while adhering to agreed standards and tools.	*What contemporary techniques did you use in your project for designing, developing, testing, correcting, deploying, and documenting software systems? How did you ensure compliance with agreed standards and tools throughout the process?*	*I applied Agile methodology for iterative development, using test-driven development (TDD) to ensure code quality. We employed continuous integration and deployment (CI/CD) tools for seamless deployment, and I documented the process in line with project standards, ensuring adherence to required specifications.*
CTK4	How teams work effectively to produce technology solutions.	Understanding of how teams collaborate effectively to produce technology solutions, including communication, role distribution, conflict resolution, and leveraging diverse skills for optimal project outcomes. Including your own within a team.	*Can you discuss how your team worked effectively together to produce the technology solutions in your project? What practices or tools did you employ to facilitate collaboration?*	*Our team used daily stand-ups and tools like Slack and Jira to maintain clear communication and role allocation. I facilitated collaboration by addressing conflicts early and leveraging each member's unique strengths, which improved project efficiency and output quality.*
CTK5	The role of data management systems in managing organisational data and information.	Understanding of the role of data management systems in effectively managing organisational data and information, including data storage, retrieval, quality, security, and compliance.	*How did you incorporate data management systems in your project to manage organisational data and information? What impact did these systems have on the overall effectiveness of your project?*	*I integrated a data management system to centralise data storage and retrieval, improving data accuracy and security. This system allowed for quicker data access, which streamlined decision-making and improved overall project efficiency and reliability*
CTK6	Common vulnerabilities in computer networks including unsecure coding and unprotected networks.	Ability to identify common vulnerabilities in computer networks, including insecure coding practices and unprotected networks, as well as understanding their potential impacts and mitigation strategies.	*In your project, what common vulnerabilities in computer networks did you identify, such as insecure coding or unprotected networks? How did you address these*	*During my project, I identified vulnerabilities like open ports and insecure coding practices in login protocols. I implemented secure coding standards and enforced firewall protections, reducing the risks of unauthorised access and*

			vulnerabilities?	*data breaches.*
CTK7	The various roles, functions and activities related to technology solutions within an organisation.	Understanding of the various roles, functions, and activities related to technology solutions within an organisation, including their contributions to operational efficiency, innovation, and strategic alignment.	*What roles, functions, and activities related to technology solutions did you encounter within the organisation during your project? How did these roles contribute to the project's success?*	*I engaged with roles like data analysts, developers, and project managers, each contributing unique expertise. This collaboration was essential for ensuring the project met both technical and operational requirements, aligning our solution closely with business goals.*
CTK8	How strategic decisions are made concerning acquiring technology solutions resources and capabilities including the ability to evaluate the different sourcing options.	Understanding of how strategic decisions are made regarding the acquisition of technology solutions, resources, and capabilities, including the ability to evaluate various sourcing options and their implications for the organisation.	*How were strategic decisions made in your project? What criteria did you use to evaluate different sourcing options?*	*I made strategic decisions based on cost-benefit analysis, prioritising cloud services for scalability. I evaluated sourcing options like in-house vs. third-party solutions, balancing cost efficiency with performance reliability to support project goals.*
CTK9	How to deliver a technology solutions project accurately consistent with business needs.	Ability to deliver a technology solutions project that accurately aligns with business needs, ensuring that project objectives, scope, and outcomes meet organisational requirements and stakeholder expectations.	*How did you ensure that your technology solutions project was delivered accurately and consistently aligned with the business needs of the organisation? What processes did you follow?*	*To ensure alignment, I conducted requirements gathering sessions with stakeholders, clarifying objectives and setting measurable outcomes. Regular progress reviews helped us stay on track, ensuring the project met the business's operational and strategic goals.*
CTK10	The issues of quality, cost and time for projects, including contractual obligations and resource constraints.	Understanding of the issues related to quality, cost, and time in projects, including the management of contractual obligations and resource constraints to ensure successful project delivery.	*What challenges did you face regarding quality, cost, and time during your project? How did you manage contractual obligations and resource constraints to keep the project on track?*	*I faced time and budget constraints that required prioritising high-impact tasks. By managing resources carefully and maintaining clear communication with contractors, we met contractual obligations and kept*

				the project within scope without sacrificing quality
Core Behaviour Stills from the standard				
CBS1	Fluent in written communications and able to articulate complex issues.	Fluency in written communication and ability to articulate, clearly and effectively. Structure and presentation	**n/a Assessor judgement**	
CBS2	Makes concise, engaging and well-structured verbal presentations, arguments and explanations.	Produces concise, engaging, and well-structured verbal presentations, arguments, and explanations.	**n/a Assessor judgement**	
CBS3	Able to deal with different, competing interests within and outside the organisation with excellent negotiation skills.	Demonstrates the ability to identify and understand competing interests of internal and external stakeholders. Uses effective negotiation to achieve mutually beneficial outcomes, adapting strategies to suit various parties. Balances organisational goals with stakeholder needs, showing sound judgement and flexibility.	*Can you describe a situation in your project where you had to navigate competing interests within the organisation? How did you use your skills to address these different perspectives?*	*In my project, I managed competing interests between the IT team, who prioritised security, and Sales, who valued quick deployment. I negotiated a phased rollout that balanced security needs with deployment speed, ensuring both sides felt their priorities were met.*
CBS4	Can identify the preferences, motivations, strengths and limitations of other people and apply these insights to work more effectively with and to motivate others.	Identifies others' preferences, motivations, strengths, and limitations, applying these insights to work more effectively and motivate them.	*How did you identify the preferences, motivations, strengths, and limitations of your team members during the project? In what ways did you apply these insights to work more effectively with them and to motivate others?*	*I observed each team member's strengths and motivations by noting their working styles and feedback. For example, I assigned tasks to a teammate and encouraged them by acknowledging their expertise, creating a motivated, productive environment.*
CBS5	Competent in active listening and in leading, influencing and persuading others.	Is competent in active listening, leading, influencing, and persuading others.	*Can you discuss how you practiced active listening in your project? How did you lead, influence, or persuade others to achieve your project goals?*	*I practiced active listening during team meetings, ensuring everyone's concerns were heard. By summarising key points and providing rationale, I persuaded the team to adopt an automation tool that ultimately streamlined our workflow and achieved our project goals*

CBS6	Able to give and receive feedback constructively and incorporate it into his/her own development and life-long learning.	Demonstrates the ability to give and receive feedback constructively, showing openness to different perspectives and a willingness to engage in discussions. Effectively incorporates feedback into personal development plans, reflecting on insights to enhance skills and knowledge. Actively seeks opportunities for lifelong learning, applying lessons learned to improve future performance and foster continuous growth.	*How did you approach giving and receiving feedback during your project? Can you provide an example of how you incorporated feedback into your own development?*	*I encouraged feedback by setting up regular review sessions. When receiving feedback on my coding practices, I integrated suggestions into my workflow, which improved efficiency. Giving feedback constructively, I focused on actionable insights to support team development.*
CBS7	Applies analytical and critical thinking skills to Technology Solutions development and to systematically analyse and apply structured problem-solving techniques to complex systems and situations.	Applies analytical and critical thinking skills to develop technology solutions and systematically analyse complex systems using structured problem-solving techniques.	*In what ways did you apply analytical and critical thinking skills to the development of your technology solutions? Can you share an example of how you used structured problem-solving techniques to address a complex issue?*	*I used critical thinking to improve data processes, breaking down complex requirements into manageable tasks. For example, I applied a root-cause analysis when faced with data inconsistencies, which led to implementing a data validation process to ensure accuracy*
CBS8	Able to put forward, demonstrate value and gain commitment to a moderately complex technology-oriented solution, demonstrating understanding of business need, using open questions and summarising skills and basic negotiating skills.	Demonstrates a clear understanding of business needs related to the proposed technology-oriented solution and effectively articulates its value, highlighting benefits to stakeholders. Utilises open questions to engage stakeholders and gather insights, while clearly summarising key points to ensure understanding. Applies basic negotiation skills to address concerns and objections, successfully gaining commitment from stakeholders in a collaborative manner.	*How did you put forward and demonstrate the value of your technology-oriented solution to gain commitment from stakeholders? What techniques did you use to understand business needs and facilitate discussions?*	*I highlighted the solution's value by linking its features to business needs, using open questions to understand stakeholder concerns. Summarising their feedback, I addressed objections with a focus on benefits like improved efficiency, which helped secure their commitment*
CBS9	Able to conduct effective research, using literature and other media,	Presents the ability to conduct effective research into IT and business-related topics using literature and other media.	**n/a Assessor judgement**	

	into IT and business-related topics.			
CBS10	Have demonstrated that they have mastered basic business disciplines, ethics and courtesies, demonstrated timeliness and focussed when faced with distractions and the ability to complete tasks to a deadline with high quality.	Demonstrates mastery of basic business disciplines, including finance, marketing, and management principles, while consistently adhering to ethical standards and professional courtesies. Maintains focus and prioritises tasks effectively, even amidst distractions, ensuring timely completion of assignments. Produces high-quality work that meets or exceeds expectations, reflecting attention to detail and a commitment to continuous improvement.	*How did you demonstrate mastery of basic business disciplines, ethics, and professionalism throughout your project? Can you discuss how you managed your time effectively to meet deadlines while maintaining high-quality work?*	*Throughout the project, I applied business principles, like prioritising budget management and marketing impact in decision-making. I consistently adhered to ethical standards, ensuring transparency in reporting. To meet deadlines, I managed my time by breaking tasks into smaller goals, allowing me to deliver high-quality work despite competing priorities.*
CBS11	Flexible attitude	Presents evidence/examples of a Flexible attitude	*Can you provide an example of how you demonstrated a flexible attitude during your project? How did this help you adapt to changes or challenges?*	*When project requirements changed midway, I adjusted by quickly learning a new tool to meet revised specifications. This flexibility enabled us to stay on schedule and ensured we adapted smoothly without compromising quality.*
CBS12	Ability to perform under pressure	Presents evidence/examples of an ability to work under pressure	*Describe a situation in your project where you had to perform under pressure. How did you manage this, and what strategies did you use to maintain your focus?*	*Under tight deadlines, I managed pressure by prioritising tasks and using time-blocking to maintain focus. This structured approach allowed me to stay calm and efficient, ensuring that I met all critical milestones without sacrificing accuracy*
CBS13	A thorough approach to work	Presents evidence /examples of a thorough approach to work	*How did you ensure a thorough approach to your work throughout the project?*	*I adopted a meticulous approach by double-checking all data inputs and outputs, conducting regular reviews, and documenting processes thoroughly. This attention to detail minimised errors and improved the accuracy*

				and reliability of project outcomes
CBS14	Logical thinking and creative approach to problem-solving	Presents evidence/examples Logical thinking and creative approach to problem-solving	*Can you discuss how you applied logical thinking and creativity to solve any problems?*	*Faced with an issue with data inconsistency, I applied logical thinking by tracing data flows to locate the error. To resolve it creatively, I automated data validation checks, which not only fixed the issue but also streamlined the process for future projects*

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Apprentice has completed a Synoptic Project and will present to an End Point Assessor. Can you change the general questions to be more focused on their project and the company but still be generic and adaptable for different types of projects.

End of document