**End Point Assessor Report**

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| --- | --- |
| Apprentice |  |
| Pathway |  |
| Employer |  |
| Assessor |  |
| Date |  |
| In Attendance: | Manager:  Observer Solent University: |

**Assessor Role - End Point Assessment**

This assessment has been conducted with respect to the guidance for independent and-point assessors as defined within the assessment plan:

**Digital industries - Assessment plan - Digital & Technology Solutions Professional (BSC (Hons) Digital & Technology Solutions)[[1]](#footnote-2)**

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 Solent University. Each of the University modules have already been independently assessed by 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 and marks and am satisfied that the learning outcomes of the Apprenticeship have been met.

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.

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| --- | --- |
| **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 student presentations. * Independently reviews samples of completed presentation marking to ensure consistency and quality. |

**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 program. These are indicated in the following tables in the appendix.

**Employers Comments (<managers name>)**

The employer indicated that they had observed…

**Overall Impression and Recommendation**

Having seen the candidate's presentation and having observed his responses to several the questions outlined in Appendix A, I am convinced that the candidate meets the learning and behaviour outcomes expected for this Apprenticeship program.

He demonstrated a good working knowledge of the main technologies used in the Council and why they had been chosen. He also demonstrated awareness of the wider business and strategic issues which influenced the day-to-day design choices in his department.

I recommend that this candidate pass his End Point Assessment and in accordance with the overall results calculated by Solent University be awarded a **<ADD CLASS> Honours Degree in Digital & Technology Solutions**.

Signed

<Assessor Name>

**Appendix A Assessment Interview Questions**

End Point Assessment Review questions and Apprentice responses discussed during the end point assessment. Please note that time precluded asking all the questions outlined and the candidate answered several ancillary questions during either his presentation or his response to the main questions asked. Overall, he demonstrated that he had a good awareness of the learning outcomes and behaviours.

**Review of Learning Outcomes – The apprentice has already been assessed in the Skills Outcomes and their Occupational Specialism within their on-programme modules throughout the apprenticeship degree.**

**Assessing the Knowledge Outcomes**

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| --- | --- | --- | --- |
| **Area of competence** | **Assessment criteria** | ***Report and Presentation Questions*** | **Satisfactory Response**  **poor / satisfactory / good / excellent** |
| **Business knowledge outcome required** |  |  |  |
| * Why technology is important to business and society | * Identifies important aspects and differentiates between business and society |  |  |
| * The technology, people, and organisational components of information systems. | * Recognises the interactions people, processes, and technology |  |  |
| * The alignment between organisational strategy and technology strategy | * Defines how technology strategy supports business objectives |  |  |
| * How business exploits technology solutions for competitive advantage vs. Necessity | * Identifies technology exploitation processes |  |  |
| * The value of technology systems investments and how to formulate a business case for a new technology solution, including estimation of both costs and benefits | * Identifies benefits analysis |  |  |
| * How to conduct system/business process analysis | * Identifies key processes |  |  |
| * How strategic decisions are made concerning acquiring technology solutions resources and capabilities including the ability to evaluate the different sourcing options | * Evaluation of technology make or buy decisions |  |  |
| * The various functions and activities related to technology solutions within an organisation, including the role of the CIO, and managing and developing technology solutions professionals | * List and describe the main functions |  |  |
| **Technology outcome required** | **Assessment criteria** | ***Report and Presentation Questions*** | **Satisfactory Response**  **poor / satisfactory / good / excellent** |
| * Contemporary techniques for design, developing, testing, correcting, deploying, and documenting software systems from specifications, using agreed standards and tools | * Main methods and activities recognised |  |  |
| * The role and position of legacy technology systems in organisations and how new technology environments interface and integrate with them | * Recognise the importance of legacy systems * Identify key factors in their maintainability |  |  |
| * Software design approaches & patterns and how to interpret and implement a given design | * Recognise the main design approaches * Identify commonly used software patterns |  |  |
| * How to develop and implement a data model and data solution | * Identify the stages in developing a data model and data solution |  |  |
| * The role of data management systems in managing organisational data and information | * Identify the features of a data management system |  |  |
| * How to identify and characterise different threats, hazards, and vulnerabilities, conducting a risk assessment and managing risk | * Describe the methods to identify threats and vulnerabilities |  |  |
| * The common vulnerabilities in computer networks and systems including un-secure coding and unprotected networks | * List and describe common vulnerabilities |  |  |
| * The role of service management frameworks in an organisation | * Identify the main features |  |  |
| * The fundamental building blocks (e.g. Routers, switches, hubs, storage, transmission) and typical architectures (e.g. Server/client, hub/spoke) of computers networks and the internet | * Describe the main networking technologies and their purpose |  |  |
| **Project outcome required** | **Assessment criteria** | ***Report and Presentation Questions*** | **Satisfactory Response**  **poor / satisfactory / good / excellent** |
| * How to roll out a technology solutions project accurately consistent with business needs | * Identify key stages in project planning and delivery |  |  |
| * The issues of quality, cost and time concerned with project implementation, including contractual obligations and resource constraints | * Recognise the interaction of quality, cost, and time |  |  |
| * How teams work effectively to produce technology solutions | * List the main criteria for successful team-working |  |  |
| * The different approaches for managing projects in an IT environment. | * Identify aspects in different approaches |  |  |
| * The main features of standard network protocols including https, HTTP, SMTP, SNMP, TCP, IP, etc. | * Describe the main features |  |  |

**Assessing the Core Behavioural Skills**

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| **Area of competence** | **Assessment criteria** | **Report and Presentation Questions** | **Satisfactory Response**  **poor / satisfactory / good / excellent** |
| **Business knowledge outcome required** |  |  |  |
| * Why technology is important to business and society | * Identifies important aspects and differentiates between business and society |  |  |
| **Professional, interpersonal, and business skills Knowledge Outcome Required** | **Area of competence** | **Assessment criteria** | **Report and Presentation Questions** |
| * Fluent in written communications, able to articulate complex issues. * Makes concise, engaging, and well-structured verbal presentations, arguments, and explanations. * Able to deal with different, competing interests within and outside the organisation with excellent negotiation skills. * Is able to identify the preferences, motivations, strengths and limitations of other people and apply these insights to work more effectively with and to motivate others. * Competent in active listening and in leading, influencing, and persuading others constructively. * Able to give and receive feedback constructively and incorporate it into their own development and life-long learning. * 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. * 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. * Able to conduct effective research, using literature and other media, into IT and business-related topics. | * Well-constructed concise presentation * Clear report with contents well-structured and including management summary * Team organised and clear distribution of roles to achieve target outcomes * Peer assessment | *Q How would you say you have demonstrated problem solving at work. including diagnosing hardware faults and working out the best way to achieve desired outcomes.*  *Please can you describe a situation where you have demonstrated problem solving at work.*  *Q Which modules on the University course have been most useful in helping you tackle problems at work. In what way do you think you need to continue your professional development?* |  |
| **Attributes and behaviours** | **Area of competence** | **Assessment criteria** | **Report and Presentation Questions** |
| * Have demonstrated that they have mastered basic business disciplines, ethics, and courtesies, demonstrating timeliness and focus when faced with distractions and the ability to complete tasks to a deadline with high quality. Flexible attitude * Ability to perform under pressure * A thorough approach to work * Logical thinking and creative approach to problem solving |  | *Q can you describe a situation where you have had to perform under pressure in the work environment.* |  |

End of document

1. <https://www.instituteforapprenticeships.org/media/1073/digital_and_technology_solutions_professional.pdf> [↑](#footnote-ref-2)