INSTITUTE FOR APPRENTICESHIPS

End-point assessment plan for Registrar (Creative and Cultural) apprenticeship standard

Apprenticeship standard number	Level of this end point assessment (EPA)	Integrated
ST0590	6	N/A

Contents

Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the Registrar (Creative and Cultural) apprenticeship standard. It is for end-point assessment organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to Registrar (Creative and Cultural) apprentices, their employers and training providers.

Full time apprentices will typically spend 36 months on-programme (before the gateway) working towards the occupational standard, with a minimum of 20% off-the-job training. All apprentices will spend a minimum of 12 months on-programme.

The EPA period should only start, and the EPA be arranged, once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, all of the pre-requisite gateway requirements for EPA have been met and that they can be evidenced to an EPAO.

All pre-requisites for EPA assessment methods must also be complete and available for the assessor as necessary.

For level 3 apprenticeships and above, apprentices without English and mathematics at level 2 must achieve level 2 prior to taking their EPA.

The EPA must be completed within an EPA period lasting typically 6 months, beginning when the apprentice has passed the EPA gateway.

The EPA consists of 2 discrete assessment methods.

The individual assessment methods will have the following grades:

Assessment method 1: Work-Based Written Project Report and Work-Based Project Report Presentation
- Fail
- Pass
- Distinction

Assessment method 2: Professional Discussion underpinned by an Evidence Portfolio
- Fail
- Pass
- Distinction

Performance in the EPA will determine the overall apprenticeship standard and grade of:
- Fail
- Pass
- Distinction

EPA summary table

On-programme (typically, 36 months)	Training to develop the occupation standard's knowledge, skills and behaviours.
End-point Assessment Gateway	• Employer is satisfied the apprentice is consistently working at, or above, the level of the occupational standard. • English/mathematics at Level 2 or above Apprentices must complete: • an evidence portfolio.
End Point Assessment (typically 6 months)	Assessment Method 1: Work-Based Written Project Report and Work-Based Project Report Presentation with the following grades: • Fail • Pass • Distinction Assessment Method 2: Professional Discussion underpinned by an evidence portfolio with the following grades: • Fail • Pass • Distinction

Length of end-point assessment period:

The EPA must be completed within an EPA period lasting typically 6 months, beginning when the apprentice has passed the EPA gateway.

If an EPA assessment method is failed, it should be re-sat/re-taken within the EPA period and in-line with the requirements set out in this assessment plan.

Order of assessment methods

Assessment methods can be delivered in any order as agreed with the employer by the EPAO.

Gateway

The EPA period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

In addition to the employer's confirmation that the apprentice is working at or above the level in the occupational standard, the apprentice must have completed the following gateway requirements prior to beginning EPA:
- English and mathematics at level 2.
- For those with an education, health and care plan or a legacy statement the apprenticeship's English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for those for whom this is their primary language.

For the Work-Based Written Project Report and Work-Based Project Report Presentation:
- no specific requirements

For the Professional Discussion, the apprentice will be required to prepare:
an evidence portfolio. This portfolio, which can be electronic, should contain written/recorded evidence of activities that have been completed and referenced against the knowledge, skills and behaviours assigned to the professional discussion.

This written/recorded evidence should be supported, where appropriate, by relevant in-house training certificates, examples of work produced, witness testimonies, work-based communications e.g. reports, emails to give context to evidence. Progress review documentation should also be included. To support the synoptic nature of the assessment, evidence can be referenced against more than one knowledge, skill or behavioural requirement.

The portfolio should typically contain between 15 and 20 pieces of evidence. This evidence will demonstrate how the apprentice meets the knowledge, skills and behaviours identified for the professional discussion.

The portfolio is retained by the apprentice and brought by them to the professional discussion. It is used as a vehicle through the discussion for the apprentice to underpin their knowledge, skills and behaviours as required during questioning by the Independent Assessor. The portfolio is not assessed and should not contain reflective evidence.

Assessment methods

Assessment Method 1: **Work-Based Written Project Report**
and Work-Based Project Report Presentation (This Method has 2 components.)

Method 2 Component 1: Work-based Written Project Report

Overview

Apprentices will conduct a project and produce a work-based written project report. The work-based written project report is compiled after the apprentice has gone through the Gateway process. The work-based written project report should be designed to ensure that the apprentice's work meets the needs of the business, is relevant to their role and allows the relevant KSBs to be demonstrated for the EPA. The EPAO will write the specification for the work-based written project report which the actual report produced by the apprentice must adhere to.

It is expected that the work-based written project report will be based on a review of current business processes, making recommendations for improvement and/or change. The improvement may be the development of a new idea, the identification of a new opportunity or the introduction of new processes/procedures or enhancements to existing processes or procedures. The title and scope of the work-based written project report will be agreed between the employer and the EPAO. The employer will ensure it has a real business application and the EPAO will ensure it meets the requirements of the EPA (including suitable coverage of the KSBs assignment to this assessment method). The EPAO should sign-off the work-based written project report scope to confirm its suitability at Gateway.

The rationale for this assessment method is:

The role of a Registrar is primarily a specialist management activity which does not require day to day handling of artefacts or collections.

Being responsible for identifying and managing the provision of protection to the organisation from financial and reputational risks and ensuring the protection of objects/collections from physical risks, managing the logistical, legal, practical and technical aspects of caring for, moving, recording and installing the objects/collections in the organisation's care, and safeguarding collections and ensuring that legal and ethical standards are maintained, entails compliance management, project management activities and influencing the direction of the organisation i.e. making recommendations for action by their senior manager(s).

The practical elements of the role include project management along with appropriate communication. This assessment method has been built to incorporate both of those requirements in the context of the day-to-day activities regardless of the size, nature and context of the apprentices' organisation. This method is therefore seen as the practical method.

This assessment method is holistic in its approach as it links both written and verbal aspects of the role in the KSBs it requires the apprentice to demonstrate.

Delivery

Apprentices will produce a work-based written project report based on the specification written by the EPAO. The title and scope of the work-based written project report will be agreed at gateway between the EPAO and the employer. Although the title is available, the scope will ensure real business application. Where titles do not appear to provide this for the employer, an alternative should be agreed by the EPAO and the employer.

The work-based written project report is compiled after the apprentice has gone through the Gateway process. The project start date should be no more than one week after the project title and scope have been agreed.

The apprentice will undertake their work-based project report typically taking them 8 weeks to complete. The employer will ensure the apprentice has sufficient time and the necessary resources, within this period, to plan and undertake the project. It should then be submitted to the EPAO.

The employer will ensure the apprentice has sufficient time and the necessary resources, within this period, to plan, undertake the project, write the work-based written project report and prepare the presentation.

The apprentice should complete their work-based written project report unaided. When the work-based written product report is submitted, the apprentice and their employer must verify that the submitted project is the apprentice's own work.

The work-based written project report can be paper-based or electronic.

As a minimum all work-based written project reports must include:
- 3,000 words plus or minus 10% including references and appendices but excluding the KSB mapping appendix diagrams.
- specific KSB requirements assigned to this method. All of these KSBs should be covered in the written work-based written project report.
- approach, terms of reference, an introduction, objectives, outcomes, benefits to the organisation, conclusions, recommendations including next steps if relevant.

The work-based written project report must map, in an appendix, how it evidences the relevant KSBs for this assessment method.

The independent assessor will receive the the work-based written project report 2 weeks prior to the presentation as agreed with the EPAO, so that they have 2 weeks in which to make any notes or questions for discussion points for the work-based project report presentation.

The independent assessor will review and assess the project holistically together with the other components of this assessment method.

The independent assessor will make all grading decisions.

Required supporting material

EPAOs will produce the following material to support this assessment method:
- a work-based written project report specification
- employer/apprentice work authenticity confirmation paperwork

- marking materials and guidelines
- a template document for the Independent Assessor to record their notes from the work-based written project report to identify any potential follow-up questions to be used as part of the project report presentation. These questions may be required to provide greater clarification/rationale etc.
- assessment recording documentation

Method 1 Component 2: Work-Based Project Report Presentation

Overview
Apprentices will prepare and deliver a presentation that appropriately covers the KSBs assigned to this method of assessment.

The presentation will be based on the work-based written project report identifying benefit to their organisation which is described above and will cover the outcomes of that work-based written project report. The presentation should cover the key points detailed from that project report.

The presentation will be completed after the gateway and will be presented to an independent assessor, either face-to-face or via online video conferencing. If using an online platform, EPAOs must ensure appropriate measures are in place to prevent misrepresentation.

The apprentice will provide copies of the project report presentation material to the independent assessor on the assessment day. The apprentice should be provided time by their employer to prepare the presentation.

The rationale for this assessment method is:
Please see above – component 1

The Registrar is regularly required to succinctly communicate their ideas in a logical, factual and effective format to convince stakeholders of new ideas/changes to existing processes or procedures influencing the direction of their organisation. This method, supported by the work-based written project report, will allow the apprentice to do this.

Delivery
The project report presentation will last for 20 minutes. The assessor has the discretion to increase the time of the presentation by up to 10% to allow the apprentice to complete their last point.

The independent assessor will ask a minimum of 10 questions at the end of the presentation. These will be a combination of questions required in respect of areas for discussion identified by the independent assessor who reviewed the work-based written project report and the actual questions will be generated by the independent assessor. Further questions if required may also be taken from a bank of questions provided by the EPAO. The questions will give the opportunity for the apprentice to evidence the KSBs, as well as the assessor to gain greater clarity on rationale for choices, alternative outcomes and/or any gaps noted when marking the work-based written project report. This will take 30 minutes, + 10% at the assessor's discretion to allow the apprentice to complete answering the question they have started.

To deliver the presentation, the apprentice will have access to:

- PowerPoint
- flip chart
- work products
- notes
- computer
- any other medium which is used to present information in their day to day activities

The presentation will be conducted as follows:
The apprentice will deliver their presentation. No questions are allowed during this period. This will be followed by questions, as appropriate, by the independent assessor.

The independent assessor will review and assess the project holistically together with the other components of this assessment method.

The independent assessor will make all grading decisions.

Venue
EPAOs must ensure that the presentation and questioning elements are conducted in a suitable controlled environment in any of the following:
- employer's premises
- other suitable venue selected by the EPAO (e.g. a training provider)

The venue should be a quiet room, free from distraction and external influence. The venue will also have appropriate equipment available e.g. display screen

Support material
EPAOs will produce the following material to support this assessment method:
- outline of the assessment method's requirements
- a review template for independent assessor to identify points for clarification when reviewing the work-based written project report
- guidance on question development and template document to record questions generated by the independent assessor
- a bank of sample questions for use as part of the presentation assessment
- final grade marking materials

A question bank must be developed by EPAOs. The 'question bank' must be of sufficient size to prevent predictability and it must be reviewed regularly (and at least once a year) to ensure that it, and its content, are fit for purpose. The questions relating to the underpinning knowledge, skills and behaviours, must be varied yet allow assessment of the relevant KSBs.
EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.
Independent assessors must be developed and trained by the EPAO in the conduct of the professional discussion and reaching consistent judgement.

Assessment Method 2: Professional Discussion underpinned by an evidence portfolio (This Method has 1 component.)

Method 2 Component 1: Professional Discussion

Overview

This assessment will take the form of a professional discussion, which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. It will involve the questions that will focus on learning and experience gained through the on-programme journey and coverage of any prior learning or activity.

The professional discussion can take place in any of the following:
- employer's premises
- a suitable venue selected by the EPAO (e.g. a training provider's premises)

Additional, specific venue requirements include display screen, flip chart.

The rationale for this assessment method is:
The knowledge and skills required for this assessment method are specialist and niche and are typically undertaken on a planned schedule. The professional discussion supported by evidence in the portfolio will allow the apprentice to demonstrate the KSBs assigned to the professional discussion.

Registrars are required to discuss in detail, interpret and ensure their organisation acts on the impacts of Standards, Code of Practice, external requirements etc. to ensure compliance and manage risks. It is therefore important that the apprentice can do this in a succinct and appropriate way demonstrating the KSBs required for this assessment method.

The professional discussion will allow the apprentice to demonstrate the ability to perform the role in a different context or large/small organisations in order to demonstrate transferable skills.

Delivery

The independent assessor will conduct and assess the professional discussion.

The professional discussion must last for 110 minutes, this time period does not include time which may be allowed for any break. The assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete their last answer. Further time may be granted for apprentices with appropriate needs, in-line with the EPAO's Reasonable Adjustments policy.

The professional discussion will be conducted as set out here:
- The professional discussion is an opportunity for the apprentice to demonstrate through answering questions, supported by evidence in their portfolio, their KSBs.
- The discussion may be split into 2 parts covering the question areas listed below. A short natural break of 15 minutes if required, can be accommodated but is not included in the overall time allowed for this method.

During this method, the independent assessor must ask a minimum of 11 open competence-based questions. Additional follow-up questions are allowed to seek clarification.

The EPAO must produce a bank of sample questions to help the independent assessor, but these are for illustration purposes only and the independent assessor may adapt their questions to the apprentice's individual circumstances.

Apprentices may refer to and illustrate their answers with evidence from their evidence portfolio evidence, however the portfolio is not directly assessed.

Apprentices are expected to understand and use relevant occupational language that would be typical of a competent person in this occupation.

Questions must cover the following topics, minimum of one question per theme:

- The first part will cover the following KSB areas:
  - Care of and access to physical and digital objects/collections
  - Project Management
  - Compliance Management
  - Data management

- The second part will cover the following KSB areas:
  - Communication
  - Flexible approach
  - Interpersonal skills
  - Work collaboratively
  - Patience and persistence
  - Work under pressure
  - Continuous professional development

All KSBs mapped to this method should be covered.

Video conferencing can be used to conduct the professional discussion, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided in some way. This method must also ensure that the independent assessor is able to physically see, where appropriate, evidence in the portfolio.

The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the professional discussion.

The independent assessor will make all grading decisions.

Venue
The professional discussion should take place in a quiet room, free from distractions and influence.

Other relevant information
A question bank must be developed by EPAOs. The 'question bank' must be of sufficient size to prevent predictability and it must be reviewed regularly (and at least once a year) to ensure that it, and its content, are fit for purpose. The questions relating to the underpinning knowledge, skills and behaviours, must be varied yet allow assessment of the relevant KSBs.
EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.
Independent assessors must be developed and trained by the EPAO in the conduct of the professional discussion and reaching consistent judgement.

EPAOs will produce the following material to support this assessment method:
- Outline of the assessment method's requirements

- Marking materials, including a template to record the apprentice's responses to questions generated by the independent assessor
- Grade recommendation documentation
- Question banks containing typical questions in relation to KSBs for this method.
- Assessor guidance on questions they generate for themselves

Weighting of assessment methods

All assessment methods are weighted equally in their contribution to the overall EPA grade.

Grading
Assessment method 1: Work-Based Written Project Report and Work-based Project Report Presentation

KSBs	Fail	Pass	Distinction
K1 K4 K5 K6 K7 K8 K11 K13 K14 K15 K16 K17 K18 K19 K20 **S8 S9 S14 S16 S18 S20 S22 S25 S27 S28 S31 S32 S35 S36** **B1, B2, B3, B4, B6, B10**	Does not meet the pass criteria	Understand and complies with the Professional standards and good practice of collections care set by Governing Bodies in the sector on their organisation. (K1) Interprets risk management principles to identify the impact and mitigate the risks to the organisation, objects, colleagues and the public. (K6) Achieves results through effective leadership, time management, applying project management techniques in-line with company processes. This includes setting and managing expectations, milestones and deadlines within a project, allocation and the management of resources. (K7, K8, S36, B1, B4) Critically analyses, interprets and evaluates complex situations and manages/solves/coordinates complex problems/projects, paying attention to detail, refining/adapting when problems/limitations arise from internal/external factors, and provides advice to stakeholders. (S8, S9, B2, B3) Applies the organisation's project and program management processes and systems, financial and budget management processes, including procurement and contract management process. (K4, K5, S16)	Critically evaluates and identifies enhancements required to the organisation's systems, processes and procedures for Professional standards and good practice of collections care set by Governing Bodies. (K1) Critically evaluates future risks and suggests appropriate mitigation actions. (K6) Determines multiple links between various chains of events across multiple projects that impact on each other, in relation to wider perspective. (S8, S9)

		Supports and/or makes presentation(s) of proposals e.g. regarding loans/acquisitions to the relevant internal/external decision-making organisation/forum/person and prepares reports. (S14, S32)	
		Interprets Arts Council England Accreditation and Designation schemes and where appropriate ensures compliance (K11, S20)	Develops and articulates ideas in relation to how compliance is beneficial to the organisation. (K11, K13, S18, S20, S22, S25)
		Applies and champions ethical principles included in the Museums Association Code of Ethics for Museums, legislative and regulatory requirements, documentation practices and standards, to ensure compliance (K13, S18, S35)	Critically evaluates and suggests improvements to ethical, legal and regulatory requirements, and documentation practices and standards within the organisation (K13, S18, S35)
		Provides advice on and implements legal and professional requirements. (S22)	
		Initiates, leads on and progresses projects/programs, policies and procedures and make decisions regarding allocation resources (human/fiscal etc.) as required. (S25, B10)	Critically evaluates program parameters, to identify problems/limitations. (S25, B10)
		Evaluates the impact of Spectrum collection management standard and PAS197 Code of Practice for Cultural Collections Management to develop and maintains relevant policies and procedures. (K14, S28)	Critically evaluates developments the organisation could make to collection management activities including standard data entry procedures. (K14, S28)
		Complies with the organisation's requirements for data management, data protection and information systems and evaluates the quality of data entered in the collection management system to ensure quality. (K15, S27)	

| | | Applies the requirements of the organisation's specialist software and IT systems. (K16)

Understands and applies different approaches to communication i.e. a range of written and verbal communication techniques, balancing diplomacy, different perspectives and providing appropriate content. (K17, B6)

Communicate to a range of stakeholders to achieve shared goals, objectives and solve problems, applies different approaches to negotiation to achieve a breadth of successful outcomes for the organisation. (K18, S31)

Applies different approaches to influencing taking in to account their views and the Organisation's objectives. (K19)

Applies critical analysis techniques to interpret and evaluate complex information/situations and communicate a range of practical, conceptual or technical theories that underpin decision making/planning at an organisational level. (K20, B10) | Identifies the impact of and the appropriate use of a range of communication tools, negotiation strategies and influencing techniques. (K17, K18, K19, S31, B6)

Determines and uses the links between the range of stakeholders involved to ensure long-term productive partnerships. (S31)

Evaluates the significance and importance of their role to the success of the organisation. (B1) |

Assessment method 2: Professional Discussion underpinned by evidence portfolio

KSBs	Fail	Pass	Distinction
K2 K3 K9 K10 K12 K21 K22 **S1 S2 S3 S4 S5 S6 S7 S10 S11 S12 S13 S15 S17 S19 S21 S23 S24 S26**	Does not meet the pass criteria	Explains how they complete/collate facilities reports, security reports, display case supplements and environmental information for lending and borrowing objects and evaluate the results. Explain how they identify suitable risk mitigation measures that should be in place. (K2, S3, S6)	Explains how they have used facility reports to make recommendations for enhancements to organisation systems, processes and procedures to future-proof compliance. (K2) Explains how they have evaluated non-compliance risks including implementing recommendations to ensure

			future compliance/risk reduction. (S3)
S29 S30 S33 S34 S37 S38			
B5 B7 B8 B9 B11 B12		Explains the steps they take to arrange the safe secure preparation, storage and specialist transport of object/collections, including arrangements for couriers/personnel accompanying. (S1, S13)	
		Explains how they have arranged for the preparation of objects/collections for activities which may include checking title and any restrictions in place; working with conservators to identify conservation requirements, arrange condition reports and permissions for treatments required; making appropriate packing and display arrangements for unique objects/collections; arranging photography. (S2)	
		Explains how they apply loan and exhibition management best practices. (K3)	Explains how they have used audit results to identify actions for system/process enhancements. (S4)
		Explains the steps they take to arrange, undertake and analyse audits of objects/collections and documentation to ensure compliance, ensuring object/collections storage facilities and object/collections movement plans are fit for purpose. (S4, S7)	
		Explains how they co-ordinate/review conservation condition reports, including liaising with external Conservators where required. Describe how they have contributed towards care and conservation policy and plans. (S5, S17)	
		Demonstrates contribution to annual budget preparation and management to ensure collections activities are financially viable. (S10)	Explains how they have made proposals for budget and other efficiencies which may include evaluation to validate choice(s) of suppliers including the impact of delays and/or under resourcing. (S10)
		Gives examples of how they have negotiated, agreed, managed and delivered the time critical transport and installation schedules for unique	

		objects/collections either entering or exiting the organisation, coordinating third-party contractors e.g. transport agents and managed them on and off-site to deliver their set brief. (S11,S12, S37)	
		Explains the steps they have used in procurement management processes for goods and services which may include design and transportation, packing cases or display cases/mounts. (S15)	
		IGive examples of where they have identified the impact of legislative, legal requirements, regulatory and contractual obligations, documentation practices and standards for their context. (K9)	
		Explains steps they have taken to ensure compliance with UK Customs Import and Export Procedures, HMRC requirements and overseas Customs Regulations that affect their shipment activities in order to manages import/export arrangements, cultural export licenses, immunity from seizure cover, customs procedures and security clearance where necessary for objects/collections. (K9, K10, S21)	
		Demonstrates how they have conformed to the requirements of the UK and foreign Government Indemnity Schemes and commercial insurance policies. (K12)	
		Describes how they have negotiated with borrowers, lenders and/or owners the terms and conditions of loans, acquisitions and disposals, including insurance/indemnity, security, liability, transport, facilities, environmental requirements, display and costs. Describe how they have drawn up and managed the associated contracts. (S23, S29)	
		Explains how they have managed all registrarial procedures including control of operations, audits, loan renewals, reporting and forecasting. Explain how they have aintained up to date inventories including valuations and location. (S19, S24)	
		Explain how they have applied data standards for the organisation in-line with PAS197 and Spectrum requirements, and undertaken data entry as required. (S26)	

		Explains how they have line managed and/or supervised the work of colleagues and/or volunteers as required, utilising the different approaches to people management required by their organisation. (K22, S38)	
		Explains how they have represented the organisation, using expert knowledge, at conferences etc. to raise its profile and act as an Ambassador. (S33)	
		Outlines how they haveshared best practice and/or delivers training to internal staff and external organisations, regarding collections management activities. (S34)	
		Explains how the significance and importance of their role to the success of the organisation as well as how they have exercised broad autonomy and judgement throughout day to day work.(K21 S30)	Explains the impact of their communication skills development on the organisation. (S34)
		Gives examples of how they have adapted readily to new situations and changes in the workplace whilst keeping to institutional standards, adapting their approach to meet different requirements. (B5)	
		Gives examples of how they have got along well with others, establishing effective working relationships with co-workers, managers, clients and/or the public. (B7)	
		Gives examples of how they have encouraged and facilitates cooperation, pride, trust and group identity; fostering commitment and team spirit. (B8)	Explains the changes they have made to their personal style/approach to others by using feedback from others. (B7)
		Gives examples of how they have dealt with situations in a calm and considered manner to resolve situations satisfactorily. (B9)	
		Gives examples of how they have worked well in an environment where there are many tasks and situations to deal with at once and constraints	

		outside their control or unforeseen changes or problems to deal with. (B11) Gives examples of how they have undertaken on-going CPD and maintained their CPD plan. (B12)	

Overall EPA grading

All EPA methods must be passed for the EPA to be passed overall.

- To achieve a pass grade apprentices must demonstrate application of the knowledge, skills and behaviours against the whole standard i.e. achieve a pass grade in both assessment methods. The apprentice has to achieve all pass criteria.

- To achieve a distinction grade all pass criteria needs to be achieved, prior to achieving all the distinction criteria for both assessment methods.

- A fail grade will be awarded where the apprentice fails to meet all pass criteria in any assessment method.

Roles and responsibilities

Role	Responsibility
Apprentice	• participate in development opportunities to improve their knowledge skills and behaviours as outlined in the standard • meet all gateway requirements when advised by the employer • understand the purpose and importance of EPA and undertake EPA
Employer	• support the apprentice to achieve the KSBs outlined in the standard to their best ability • determines when the apprentice is working at or above the level outlined in the standard and is ready for EPA • selects the EPAO • confirms all EPA gateway requirements have been met • confirms arrangements with EPAO for the EPA (who, when, where) in a timely manner • ensures apprentice is well prepared for the EPA
EPAO	As a minimum EPAOs should: • understand the occupational role and work with employers to develop assessment materials • appoint administrators to administer and co-ordinate EPA processes

	• provide training and CPD to the independent assessors they employ to undertake the EPA • provide adequate information, advice and guidance documentation to enable apprentices, employers and providers to prepare for the EPA • deliver the end-point assessment outlined in this EPA plan in a timely manner • prepare and provide all required material and resources required for delivery of the EPA in-line with best practices • use appropriate assessment recording documentation to ensure a clear and auditable mechanism for providing assessment decision feedback to the apprentice • have no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest • maintain robust internal quality assurance (IQA) procedures and processes, and conducts these on a regular basis • conform to the requirements of the nominated external quality assurance body • organise standardisation events and activities in accordance with this plan's IQA section • organise and conduct moderation of independent assessors' marking in accordance with this plan • have, and operate, an appeals process • arrange for certification with the relevant training provider • develop compensatory assessment for learners with special requirements
Independent assessor	As a minimum an Independent assessor should: • understand the standard and assessment plan • deliver the end-point assessment in-line with the EPA plan • comply to the IQA requirements of the EPAO • be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest • satisfy the criteria outlined in this EPA plan • receive training from their EPAO in terms of good assessment practice, operating the assessment tools and grading • have a wide range of collections management experience ideally in the environment in which the apprentice works • have worked in a museum and gallery environment at a senior level in the last 5 years • is actively working in the sector undertaking registrar or similar activities • attend the required number of EPAOs standardisation and training events per year (as defined in the IQA section)
Training provider	As a minimum the training provider should: • work with the employer to ensure that the apprentice is given the opportunities to develop the KSBs outlined in the

	standard and monitor their progress during the on-programme period • advise the employer, upon request, on the apprentice's readiness for EPA prior to the gateway • play no part in the EPA itself

Internal Quality Assurance (IQA)

Internal quality assurance refers to the requirements that EPA organisations must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPA organisations for this EPA must:

- appoint independent assessors who have knowledge of the following occupational areas: collections management experience ideally in the environment in which the apprentice is currently working e.g. an assessor with experience of working in a small organisation would be ideally placed to assess an apprentice who also works in a similar sized organisation.
- appoint independent assessors who have recent relevant experience of the occupation/sector at a senior level gained in the last five years or significant experience of the occupation/sector.
- appoint independent assessors who are competent to deliver the end-point assessment
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading.
- have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time.
- operate induction training and standardisation events for independent assessors when they begin working for the EPAO on this standard and before they deliver an updated assessment method for the first time. Standardisation meetings should be undertaken at least once per year.

Re-sits and re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.
An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment methods only.

The timescales for a resit/retake is agreed between the employer and EPAO. A resit is typically taken within 1 month of the EPA outcome notification. The timescale for a retake is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Affordability

Affordability of the EPA will be aided by using at least some of the following practice:
- using an employer's premises
- one independent assessor will be able to undertake the project report presentation and professional discussion assessment activities for one apprentice ideally in one day.

Professional body recognition

Professional body recognition is not relevant to this occupational apprenticeship.

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments for this apprenticeship standard. This should include how an apprentice qualifies for Reasonable Adjustment and what Reasonable Adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this assessment plan.

Mapping of knowledge, skills and behaviours (KSBs)

Assessment method 1: Work-Based Written Project Report and Work-Based Project Report Presentation

Knowledge
K1 Care of and access to physical and digital objects/collections - Professional standards and good practice of collections care set by Governing Bodies in the sector (e.g. DCMS, Arts Council England, ICOM, Collections Trust, Museums Association) and the UK Registrars Group including collection management standards including: •object entry/exit, acquisition and disposal; •inventory, movement and location control; •loans in and out; •condition reports, conservation and collection care; •object handling; •loss and damage; •valuation control, audit; rights management; •cataloguing, use and management of collections; •documentation.
K4 Project management - Organisation's project and program management processes and systems.
K5 Project management - Organisation's financial and budget management processes, including procurement and contract management processes.
K6 Project management - Risk management principles to identify and mitigate the risks to the organisation where they work and protects the objects with which they work, the people who work with them and the public.
K7 Project management - Time management, setting and managing milestones and deadlines.
K8 Project management - Allocation and management of resources e.g. time, money, people.
K11 Compliance management - Arts Council England Accreditation and Designation schemes which provide the standards for the sector.
K13 Compliance management - Ethical principles included in the Museums Association Code of Ethics for Museums and professional judgement including due diligence in relation to the acquisition, disposal or loan of cultural objects/collections.
K14 Data management - Spectrum collection management standard which sets the documentation requirement for the sector and PAS197 Code of Practice for Cultural Collections Management which is the strategic requirement for standards of care.
K15 Data management - Organisation's requirements for data management, data protection and information systems.
K16 Data management - The requirements of the Organisation's specialist software and IT systems.
K17 Communication - Written and verbal communication techniques to engage with internal and external colleagues, balancing different perspectives, and provide appropriate communication content e.g. in reports, making presentations and conveying information to others.
K18 Communication - Negotiation strategies to achieve a breadth of successful outcomes for the organisation for example delivering an exhibition; budget savings; signing of legal agreements.
K19 Communication - Influencing techniques which take into account others' views and considerations along with the Organisation's objectives.
K20 Communication - Critical analysis techniques to interpret and evaluate complex information/situations and communicate a range practical, conceptual or technical theories that underpin decision making/planning at an organisational level.

Skills
S8 Project management - Critically analyse, interpret and evaluate complex situations, devise a suitable course of action for complex problems/projects, manage/solve/coordinate to conclusion.
S9 Project management - Provide advice to internal and external colleagues and implement best practice when managing projects or programs; determine project/program parameters and refine/adapt when problems/limitations arise from internal/external factors.
S14 Project management - Present proposals to the relevant decision-making organisation forum/person and prepares subsequent progress reports.
S16 Project management - Ensure compliance with Organisation's project management practices and processes.
S18 Compliance management - Check that all object/collection activities are compliant with ethical principles, legislative and other legal requirements, regulatory obligations, documentation practices and standards.
S20 Compliance management - Where relevant, ensure that the organisation works to Arts Council England Accredited or Designated status guidelines.
S22 Compliance management - Provide advice on and implement legal and professional requirements e.g. aviation security regulations, due diligence procedures, Government indemnity schemes.
S25 Compliance management - Initiate and lead on projects/programs, and procedures and allocate resources (human/fiscal etc.) as required.
S27 Data management Ensure the quality of data entered in the collections management system is accurate, complete and meets organisational requirements and other relevant standards.
S28 Communication - Maintain and develop policies and procedures relating to collections management activities.
S31 Communication - Communicate to a range of stakeholders to achieve shared goals, objectives and solve problems.
S32 Communication - Write reports, for a range of internal/external audiences, regarding activities.
S35 Communication - Champion ethical, legal or other issues with organisation's personnel as appropriate.
S36 Communication - Setting milestones, deadlines and workflow for colleagues (in other departments or members of project/program teams) to ensure delivery, as required by the organisation.

Behaviours
B1 Results driven: achieves results and makes every effort necessary to achieve agreed goals/objectives including deadlines.
B2: Problem solving: solves identified problems with sound solutions while foreseeing possible consequences.
B3 Meticulous and methodical in your approach to work: works in a logical manner paying attention to details, procedures and processes as appropriate to the situation.
B4 Expectation management: diplomatically manages the differing expectations of others, both internal and external, regarding what is practically achievable in terms of stipulated requirements e.g. time scales, budgets.
B6 Diplomatic: sensitive in dealing with others and achieve effective resolutions to problems or issues.
B10 Decision making: makes decisions based on facts, research/analysis and rationale in order to inform actions and progress the situation.

Assessment method 2: Professional Discussion underpinned by an evidence portfolio

Knowledge
K2 Care of and access to physical and digital objects/collections - Facility reports, security reports, technical drawings (e.g. display cases) and environmental monitoring data required for the lending and borrowing of objects.
K3 Project management - Loan and exhibition management best practice which may include design, display, installation and exhibition tour management.
K9 Compliance management - Legislative and other legal requirements, regulatory and contractual obligations, documentation practices and standards, including but not limited to: •import/export licences for cultural objects; •CITES endangered species permits; •immunity from seizure for cultural objects; •aviation security regulations; data protection; intellectual property; •international obligations, copyright; •other policies in-line with organisation and policy requirements (e.g. treasure, fire arms, human remains).
K10 Compliance management - UK Customs Import and Export Procedures, HMRC requirements and overseas Customs Regulations that may affect their shipment activities.
K12 Compliance management - Nature and requirements of the UK and foreign Government Indemnity Schemes and commercial insurance policies as they impact activities e.g. transport, display/exhibitions, storage, collections/loans, events, exclusions, claims
K21 Communication - The significance and importance of your role to the success of the organisation.
K22 Communication – People Management processes as required by your organisation

Skills
S1 Care of and access to physical and digital objects/collections - Arrange specialist transport of objects/collections, whether undertaken by the organisation or external transport agents.
S2 Care of and access to physical and digital objects/collections - Arrange for the preparation of objects/collections for activities which may include checking title and any restrictions in place; working with conservators to identify conservation requirements, arrange condition reports and permissions for treatments required; make appropriate packing and display arrangements for unique objects/collections; arranging photography.
S3 Care of and access to physical and digital objects/collections - Ensure that suitable risk mitigation measures e.g. insurance and indemnity, physical security and monitoring, appropriate environmental conditions are in place to facilitate lending and borrowing.
S4 Care of and access to physical and digital objects/collections - Arrange and undertake audits of objects/collections and documentation to ensure compliance.
S5 Care of and access to physical and digital objects/collections - Co-ordinate and review conservation condition reports for activities including liaison with external Conservators where required.
S6 Care of and access to physical and digital objects/collections - Analyse and complete or collate facilities reports, security reports, display case supplements and environmental information.
S7 Care of and access to physical and digital objects/collections - Ensure object/collections storage facilities and object/collections movement plans are fit for purpose.
S10 Project management - Contribute to budget preparation and management of budgets to ensure collections activities are financially viable.

S11 Project management - Agree, manage and deliver the time-critical transport and installation schedules for unique objects/collections either entering or exiting the organisation
S12 Project management - Seek quotations for specialist transport and other activities e.g. display cases.
S13 Project management - Make arrangements for couriers/personnel accompanying objects/collections in transit and act as a courier if required.
S15 Project management - Undertake procurement management activities for goods and services which may include design and transportation.
S17 Project management - Write or contribute towards care and conservation policy and plans.
S19 Compliance management - Maintain up-to-date inventories including valuations and location.
S21 Compliance management - Manage import/export arrangements, cultural export licenses, immunity from seizure cover, customs procedures and security clearance where necessary for objects/collections.
S23 Compliance management - Draw up, negotiate and manage contracts which may include loan agreements, acquisition agreements and exhibition contracts.
S24 Compliance management - Manage all registrarial procedures including control of operations, audits, loan renewals, reporting and forecasting.
S26 Data management - Apply data standards for the organisation in-line with PAS197 and Spectrum requirements. Undertake data entry as required
S29 Communication - Negotiate with borrowers, lenders and owners the terms and conditions of loans, acquisitions and disposals including security, liability, transport, facilities, environmental requirements, display and costs.
S30 Communication – Exercise broad autonomy and judgement throughout day to day work
S33 Communication - Act as an Ambassador for the organisation to raise its profile and communicate the importance of its work. This may mean representing the organisation including attending and/or presenting at conferences and workshops.
S34 Communication - Share best practice and/or delivering training to internal staff and external organisations e.g. UKRG regarding collections management activities.
S37 Communication - Co-ordinate third-party contractors e.g. transport agents and manage them on and off-site to deliver their set brief.
S38 Communication - Line manage and/or supervise the work of colleagues and/or volunteers as required.

Behaviours
B5 Flexible approach: adapts readily to new situations and changes in the workplace whilst keeping to institutional standards, adapting your approach to meet different requirements.
B7 Interpersonal skills: get along well with others, establish effective working relationships with co-workers, managers, clients and/or the public.
B8 Work collaboratively: by personal example, encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit
B9 Patience and persistence: deal with situations in a calm and considered manner. Believe that all situations can be resolved satisfactorily.
B11 Work under pressure: works well in an environment where there will be many tasks and situations to deal with at once. There may be constraints outside their control or unforeseen changes or problems to deal with.
B12 Continuous Professional Development: Proactively keep your industry and best practice knowledge and skills up to date, having an eye to the future.