

# End-point assessment plan for Mortuary Technician apprenticeship standard

Apprenticeship standard reference number	Apprenticeship standard level	Integrated end-point assessment
ST0889	3	No

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## Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the mortuary technician apprenticeship standard. It explains how EPA for this apprenticeship must operate.

This document provides the EPA design requirements for end-point assessment organisations (EPAOs) for this apprenticeship standard. It will also be useful for apprentices undertaking this apprenticeship, their employers and training providers.

EPA must be conducted by an EPAO approved to deliver EPA for this apprenticeship standard. Each employer should select an approved EPAO from the Education & Skills Funding Agency's Register of end-point assessment organisations (RoEPAO).

Mortuary technician is a core and options apprenticeship standard. Apprentices must be trained and assessed against the core and one specific option, either:

- Option 1: Funeral mortuary technician
- Option 2: Anatomical pathology technologist

Full-time apprentices will typically spend 18 months on-programme (before the gateway) working towards this occupational standard. All apprentices must spend a minimum of 12 months on-programme. All apprentices must spend a minimum of 20% of on-programme time undertaking off-the-job training.

Before starting EPA, an apprentice must meet the gateway requirements. For this apprenticeship they are:

- the employer must be content that the apprentice is working at or above the occupational standard
- apprentices must have achieved all qualifications mandated in the mortuary technician occupational standard

The qualification required is:

- RSPH Level 3 Diploma in Healthcare Science (Anatomical Pathology Technologist)
- apprentices must have achieved English and mathematics Level 2<sup>1</sup>

The EPAO must confirm that all required gateway evidence has been provided and accepted as meeting the gateway requirements. The EPAO is responsible for confirming gateway eligibility. Once this has been confirmed, the EPA period starts.

This EPA should then be completed within an EPA period lasting typically for 3 months.

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<sup>1</sup> 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. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language.

The EPA consists of 2 discrete assessment methods

The individual assessment methods will have the following grades:

**Assessment method 1:** Observation with questions

- fail
- pass
- distinction

**Assessment method 2:** Professional discussion underpinned by a portfolio of evidence

- fail
- pass
- distinction

Performance in the EPA will determine the overall apprenticeship standard grade of:

- fail
- pass
- distinction

## EPA summary table

<b>On-programme</b> (typically 18 months)	<p>Training to develop the occupation standard's knowledge, skills and behaviours (KSBs).</p> <p>Training towards mandated qualifications, if required.</p> <p>Training towards English and mathematics level 2, if required.</p> <p>Compiling a portfolio of evidence.</p>
<b>End-point assessment gateway</b>	<p>The employer must be content that the apprentice is working at or above the level of the occupational standard for their option.</p> <p>Apprentices on the Anatomical Pathology Technologist option (APT) must have achieved the qualification mandated in the Mortuary Technician occupational standard. The qualification required is:</p> <ul style="list-style-type: none"> <li>• RSPH Level 3 Diploma in Healthcare Science (Anatomical Pathology Technologist)</li> </ul> <p>Apprentices must have achieved the following:</p> <ul style="list-style-type: none"> <li>• Level 2 English and mathematics.</li> </ul> <p>For the professional discussion apprentices must also prepare and submit a:</p> <ul style="list-style-type: none"> <li>• portfolio of evidence to underpin the professional discussion</li> <li>• Apprentices must submit any policies and procedures as requested by the EPAO.</li> </ul>
<b>End-point assessment</b> (which will typically take 3 months)	<p><b>Assessment method 1:</b> Observation with questions</p> <ul style="list-style-type: none"> <li>• fail</li> <li>• pass</li> <li>• distinction</li> </ul> <p><b>Assessment method 2:</b> Professional discussion underpinned by a portfolio of evidence:</p> <ul style="list-style-type: none"> <li>• fail</li> <li>• pass</li> </ul>

	<ul style="list-style-type: none"><li>• distinction</li></ul> <p>Overall EPA/apprenticeship graded:</p> <ul style="list-style-type: none"><li>• fail</li><li>• pass</li><li>• distinction</li></ul>
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## Length of end-point assessment period

The EPA will be completed within an EPA period lasting typically for 3 months, starting when the EPAO has confirmed that all gateway requirements have been met.

## EPA gateway

The apprentice should only enter the gateway once the employer is content that the apprentice is working at or above the level of the occupational standard. 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.

The EPAO determines when all gateway requirements have been met, and the EPA period will only start once the EPAO has confirmed this.

In addition to the employer's confirmation that the apprentice is working at or above the level of the occupational standard, the apprentice must have completed the following gateway requirements prior to starting EPA:

- achieved the mandatory qualification:
  - RSPH Level 3 Diploma in Healthcare Science (Anatomical Pathology Technologist) for apprentices taking the APT option
- achieved 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. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language

For observation with questions:

- no specific requirements

For the professional discussion underpinned by a portfolio, the apprentice will be required to submit:

- a portfolio of evidence

### **Portfolio of evidence requirements:**

- apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship
- it must contain evidence related to the KSBs that will be assessed by the professional discussion

- the portfolio of evidence will typically contain 12 discrete pieces of evidence
- evidence should be mapped by the apprentice against the KSBs assessed by the professional discussion
- evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested
- evidence sources may include:
  - workplace documentation, for example workplace policies/procedures, records
  - witness statements
  - annotated photographs
  - video clips (maximum total duration 10 minutes); the apprentice should always be in view and identifiable

This is not a definitive list; other evidence sources are possible.

- it should not include any methods of self-assessment
- any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions
- the evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this
- the portfolio of evidence must be submitted to the EPAO at the gateway

The portfolio of evidence is not directly assessed. It underpins the professional discussion and therefore should not be marked by the EPAO. EPAOs should review the portfolio in preparation for the professional discussion but are not required to provide feedback after this review of the portfolio.

## Assessment methods

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

### Assessment method 1: Observation with questions

#### Overview

This assessment method has 1 component.

An observation with questions involves an independent assessor observing and questioning an apprentice undertaking work as part of their normal duties, in the workplace. This allows for a demonstration of the KSBs through naturally occurring evidence. The observation must be of an apprentice completing their usual work and simulation is not permitted.

The EPAO will arrange for the observation to take place, in consultation with the employer.

The rationale for this assessment method is:

- this is a practical role, best demonstrated through completing tasks in a real work setting
- observation makes use of employer resources and equipment, which will be familiar to the apprentice and thus allow them to perform at their best
- employers will have mortuary facilities that cannot be replicated in a training venue
- questioning allows for the assessment of the breadth and depth of underpinning knowledge against the grading descriptors
- It is a holistic assessment method

#### Delivery

The observation with questions must take 2 hours. The time for questioning is included in the overall assessment time.

The independent assessor has the discretion to increase the time of the observation with questions by up to 10% to allow the apprentice to complete a task or respond to a question if necessary.

The observation with questions may be split into discrete sections held over a maximum of 1 working day. The length of a working day is typically considered to be 7.5 hours.

Where breaks occur, they will not count towards the total assessment time. EPAOs must manage invigilation of apprentices during breaks to maintain security of the assessment in line with their malpractice policy.

One independent assessor may observe only one apprentice at any one time, to ensure quality and rigour.

The EPAO must give an apprentice 2 weeks' notice of the observation.



Apprentices must be provided with information on the format of the observation, including the timescales they will be working to before the start of the observation. The time taken to give this information is exclusive of the assessment time. The following core activities must be observed during the observation:

### **Core activities:**

Setting up the mortuary environment, cleaning prior to and following care of the deceased, quality checks and completion of necessary documentation.

Depending on the specialism chosen, apprentices should be observed conducting the following:

#### **Option 1: Funeral mortuary technician:**

Preparation of the deceased such as washing, feature setting, orifice packing, dressing, application of cosmetics, personal grooming, any specific individual requirements including respecting religious and cultural beliefs, preparing the deceased for viewing, preparing families to view the deceased.

#### **Option 2: Anatomical pathology Technologist:**

Prepare the deceased and assist with the post-mortem examination, such as external checks (checking for bruising, jaundice, trauma, implanted devices,) evisceration, tissue retrieval and reconstruction of the deceased following a post-mortem.

Where apprentices are assisting colleagues, the independent assessor must ensure that the apprentice is assessed solely on their contribution to the activity.

Questions must be asked. The purpose of questioning is to test the apprentice's breadth and depth of underpinning knowledge against the grading descriptors.

As only naturally occurring work is observed, those KSBs that the apprentice did not have the opportunity to demonstrate can be assessed via questioning, although these should be kept to a minimum.

The independent assessor must ask a minimum of 8 open questions. They may ask follow-up questions where clarification is required.

The questions can be asked by the independent assessor both during and after work completion. To remain as unobtrusive as possible, independent assessors should ask questions during natural stops between tasks and/or after completion of work rather than disrupting the apprentice's flow.

Independent assessors must use their EPAO's question bank as a source for questioning and are expected to use their professional judgment to tailor those questions appropriately. Independent assessors are responsible for generating suitable follow-up questions, in line with the EPAOs training and standardisation process.

The performance observed and responses to questions will be assessed holistically, against the grading descriptors for this assessment method.

KSBs observed, and answers to questions, must be documented by the independent assessor.

The independent assessor will make all grading decisions.

## Assessment location

The observation with questions should take place in the apprentice's workplace.

The employer should ensure the necessary tools, equipment and materials are available for the apprentice during the observation with questions.

## Question and resource development

EPAOs will create and set open questions to assess related underpinning KSBs. They must develop 'question banks' of sufficient size to prevent predictability and review them regularly (at least once a year) to ensure the questions they contain are fit for purpose. The questions relating to underpinning KSBs 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 or re-takes.

EPAOs will produce the following material to support this assessment method:

- independent assessor training materials
- observation specifications
- grading guidance
- question banks
- outline of the assessment method's requirements
- marking materials
- guidance document for employers and apprentices on the process and timescales for the observation with questions as well as a description of the purpose
- guidance document for independent assessors on how to carry out the assessment

## Assessment method 2: Professional discussion underpinned by a portfolio of evidence

### Overview

This assessment method has 1 component.

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. A professional discussion is a two-way discussion which involves both the independent assessor and the apprentice actively listening and participating in a formal conversation. It gives the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the KSBs mapped to this method.

The rationale for this assessment method is:

- due to the sensitive nature of the work undertaken, some KSBs cannot be reliably assessed in the observation with questions and therefore a professional discussion is the most appropriate way to assess those KSBs, allowing the apprentice to draw on their experience to demonstrate competence
- it is cost effective, as it can be conducted remotely, therefore potentially reducing travelling time

### Delivery

An independent assessor will conduct and assess the professional discussion underpinned by a portfolio.

The professional discussion must last for 60 minutes. The independent 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.

The professional discussion will have a minimum of 8 open questions (2 questions per theme). During this method, the independent assessor must combine questions from the EPAO's question bank and those generated by themselves.

The purpose of the questions will be to cover the following topics:

- risk assessments
- equipment and supplies
- specific needs of individuals
- self-development

The professional discussion will be conducted as follows:

EPAOs must arrange the professional discussion in conjunction with the apprentice's employer.

Apprentices must be given at least 2 weeks' notice of the date and time of the professional discussion underpinned by a portfolio. Independent assessors must be given at least 2 weeks to review the portfolio in preparation for the professional discussion.

Questions should be open, and competence based. Additional follow up questions are allowed, to seek clarification and to make a judgement against the grading descriptors.

Independent assessors must use their EPAO's question bank as a source for questioning and are expected to use their professional judgement to tailor those questions appropriately. Independent assessors are responsible for generating suitable questions in line with the EPAO's training and standardisation process.

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

Apprentices can refer to and illustrate their answers with evidence from their portfolio, however the portfolio of evidence 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.

Evidence from the professional discussion must be assessed holistically using the grading descriptors for this assessment method.

KSBs met and answers to questions, must be recorded by the independent assessor.

The independent assessor will make all grading decisions.

## Assessment location

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

The professional discussion can take place in any of the following:

- employers' premises
- a suitable venue selected by the EPAO (for example a training provider's premises)

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 any way e.g. use of a 360 degree camera to allow the independent assessor to look around the room during the professional discussion.

## Question and resource development

A question bank must be developed by EPAOs. The 'question bank' must be of sufficient size to prevent predictability and the EPAO must review it regularly (at least once a year) to ensure that it, and its contents, are fit for purpose. The questions relating to the underpinning KSBs, 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.

As a minimum, EPAOs will produce the following material to support this assessment method:

- question bank
- professional discussion specification
- outline of the assessment method's requirements
- marking materials
- grading guidance
- independent assessor training materials
- assessment recording documentation
- guidance document for employers and apprentices on the process and timescales for the professional discussion as well as a description of the purpose of the professional discussion
- guidance document for independent assessors on how to carry out the assessment

## Reasonable adjustments

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

# Grading Descriptors

## Assessment method 1: Observation with questions

KSBs	Fail	Pass	Distinction
Health, safety, hygiene and infection control  <b>Core</b> K1 K2 K6 K10 S1 S8 S20	Does not meet the pass criteria	<b>Core</b> Applies legislative, regulatory, and organisational standards in all mortuary activities. This includes adherence to standard operating procedures <b>K1 K2 S1</b>  Triages the deceased in line with organisational procedure, checking and recording identification, condition and treatment required. Applies manual handling procedures and safe working practices with the deceased, minimising the risk of infection based on the limits of their authority. <b>K6 K10 S8 S20</b>	
Care and preparation of the deceased  <b>Core</b> K5 K14 K15 K19 S3 S7 S9 S12 S13 S17 S21 S25 B1 B2 B3 B4		<b>Core</b> Conducts the identification of the deceased, checking condition, performing quality checks and recording personal effects in line with organisational procedures and maintaining professionalism whilst minimising deceased deterioration. Escalates incidences of deterioration based on the limits of their authority. <b>S7 S9 S17 B2 K5</b>  Completes and processes all relevant paperwork, including using the organisation's database and systems for recording the journey of the deceased, in line with organisational standards. Pays close attention to detail and the specific needs of the individual, prioritising workload accordingly. <b>K14 K19 S3 S25 B3 B4</b>  Cleans, disinfects and carries out care of the deceased with dignity and respect at all times. Disposes of or returns soiled	<b>Core</b> Investigates the root cause of deterioration and makes recommendations on how to prevent in future cases. <b>K5 S9</b>  <b>Core</b> Advocates care, dignity and respectful behaviour towards colleagues and the

		<p>items according to organisational procedure. <b>K15 S12 S13 B1</b></p> <p>Prepares the deceased for release and completes final quality checks according to organisational procedures before the deceased leaves the mortuary. <b>S21</b></p>	<p>deceased at all times. <b>K15 B1</b></p>
<p><b>FMT</b> K22 K23 K24 K25 K26 S26 S27 S28 S29 S30 S31</p>		<p><b>FMT option</b></p> <p>Prepares the deceased in readiness for embalming. Implements the specific needs of the deceased by closing eyes and mouth, packing orifices, carrying out personal grooming, application of cosmetics, dressing in line with client wishes and organisational standards. <b>K22 K23 K24 K25 S27 S29 S30</b></p> <p>Performs tasks as specified by the embalmer to support the embalming of a deceased, this includes measuring the deceased to consider size and weight implications and communicate any concerns to the appropriate person. Checks identification of the deceased at every interaction. <b>K26 S26 S28 S31</b></p>	
<p><b>APT</b> K30 K32 K33 S32 S33 S34 S35 S36 S37</p>		<p><b>APT option</b></p> <p>Carries out the required document checks for post-mortem examination and consent in line with organisational procedures. Conducts an external examination of the deceased and prepares the deceased for a post-mortem ensuring the pathologist requirements are met. <b>K32 K33 S32 S33</b></p> <p>Carries out the evisceration, dissection and tissue retrieval and recording of a deceased person under supervision of the pathologist in line with legislative and organisational requirements. <b>K30 S34 S37</b></p>	



		Carries out the examination of dissected organs and structures and the reconstruction of a deceased person following routine and specialist post-mortem examination in line with organisational requirements. <b>S35 S36</b>	
Control of the mortuary environment  <b>Core</b> K4 K18 S4 S10 S14 S15 S16 S18 S19 B5		<p><b>Core</b> Sets up the Mortuary area and conducts opening checks to ensure the area is safe and ready for use. Cleans according to the schedule, reporting issues as necessary. <b>K4 S4 S18</b></p> <p>Co-ordinates the flow of activity through the mortuary, assisting the wider mortuary team escalating where necessary , adapting communication methods and tools to suit individual needs and changes in circumstances. <b>K18 S10 S15 S16 S19</b></p> <p>Prioritises workload based on deceased condition and business requirements acting with sensitivity and empathy when considering family member and client requests. <b>S14 B5</b></p>	<p><b>Core</b> Monitors the activities within the mortuary area, adapting prioritisation to promote positive outcomes. <b>S14</b></p>

KSBs	Fail	Pass	Distinction
Health, safety, hygiene and infection control  <b>Core</b> K1 K2 K6	Does not meet the pass criteria	<p><b>Core</b> Applies legislative, regulatory, and organisational standards in all mortuary activities. This includes adherence to standard operating procedures <b>K1 K2 S1</b></p> <p>Triages the deceased in line with organisational procedure, checking and recording identification, condition and treatment required. Applies manual</p>	

<p>K10 S1 S8 S20</p> <p>Care and preparation of the deceased</p> <p><b>Core</b> K5 K14 K15 K19 S3 S7 S9 S12 S13 S17 S21 S25 B1 B2 B3 B4</p> <p><b>FMT</b> K22 K23 K24 K25 K26 S26 S27 S28</p>		<p>handling procedures and safe working practices with the deceased, minimising the risk of infection based on the limits of their authority. <b>K6 K10 S8 S20</b></p> <p><b>Core</b> Conducts the identification of the deceased, checking condition, performing quality checks and recording personal effects in line with organisational procedures and maintaining professionalism whilst minimising deceased deterioration. Escalates incidences of deterioration based on the limits of their authority. <b>S7 S9 S17 B2 K5</b></p> <p>Completes and processes all relevant paperwork, including using the organisation's database and systems for recording the journey of the deceased, in line with organisational standards. Pays close attention to detail and the specific needs of the individual, prioritising workload accordingly. <b>K14 K19 S3 S25 B3 B4</b></p> <p>Cleans, disinfects and carries out care of the deceased with dignity and respect at all times. Disposes of or returns soiled items according to organisational procedure. <b>K15 S12 S13 B1</b></p> <p>Prepares the deceased for release and completes final quality checks according to organisational procedures before the deceased leaves the mortuary. <b>S21</b></p> <p><b>FMT option</b></p> <p>Prepares the deceased in readiness for embalming. Implements the specific</p>	<p><b>Core</b> Investigates the root cause of deterioration and makes recommendations on how to prevent in future cases. <b>K5 S9</b></p> <p><b>Core</b> Advocates care, dignity and respectful behaviour towards colleagues and the deceased at all times. <b>K15 B1</b></p>
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<p>S29 S30 S31</p> <p><b>APT</b> K30 K32 K33 S32 S33 S34 S35 S36 S37</p>		<p>needs of the deceased by closing eyes and mouth, packing orifices, carrying out personal grooming, application of cosmetics, dressing in line with client wishes and organisational standards. <b>K22 K23 K24 K25 S27 S29 S30</b></p> <p>Performs tasks as specified by the embalmer to support the embalming of a deceased, this includes measuring the deceased to consider size and weight implications and communicate any concerns to the appropriate person. Checks identification of the deceased at every interaction. <b>K26 S26 S28 S31</b></p> <p><b>APT option</b> Carries out the required document checks for post-mortem examination and consent in line with organisational procedures. Conducts an external examination of the deceased and prepares the deceased for a post-mortem ensuring the pathologist requirements are met. <b>K32 K33 S32 S33</b></p> <p>Carries out the evisceration, dissection and tissue retrieval and recording of a deceased person under supervision of the pathologist in line with legislative and organisational requirements. <b>K30 S34 S37</b></p> <p>Carries out the examination of dissected organs and structures and the reconstruction of a deceased person following routine and specialist post-mortem examination in line with organisational requirements. <b>S35 S36</b></p> <p><b>Core</b> Sets up the Mortuary area and conducts opening checks to ensure the area is safe and ready for use. Cleans according to</p>	
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Control of the mortuary environment  <b>Core</b> K4 K18 S4 S10 S14 S15 S16 S18 S19 B5		the schedule, reporting issues as necessary. <b>K4 S4 S18</b>  Co-ordinates the flow of activity through the mortuary, assisting the wider mortuary team escalating where necessary , adapting communication methods and tools to suit individual needs and changes in circumstances. <b>K18 S10 S15 S16 S19</b>  Prioritises workload based on deceased condition and business requirements acting with sensitivity and empathy when considering family member and client requests. <b>S14 B5</b>	<b>Core</b> Monitors the activities within the mortuary area, adapting prioritisation to promote positive outcomes. <b>S14</b>
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## Assessment method 2: Professional discussion underpinned by portfolio of evidence

KSBs	Fail	Pass	Distinction
Risk assessments  <b>Core</b> K7 K8 K9 K11 K12 K13 S11 B6	Does not meet the pass criteria	<b>Core</b> Explains how to carry out risk assessments in line with scope of practice, detailing how to be adaptable and flexible in the approach to mitigating risks caused by chemical exposure, excessive size, and weight of the deceased. Explains how to raise concerns and report faults following risk assessments. <b>K7 K8 K9 K11 S11 B6</b>  Outlines the procedures and implications of the removal of implants and medical equipment. Describes when these procedures should be escalated to reduce risks. <b>K12 K13</b>	

<p>Equipment and supplies</p> <p><b>Core</b> K3 S2 S5 S6</p> <p>Specific needs of individuals</p> <p><b>FMT</b> K20 K21</p> <p><b>APT</b> K27 K28 K29 K31</p> <p>Self-development</p> <p><b>Core</b> K16 K17 S23 S24 S22</p>	<p><b>Core</b></p> <p>Explains how to ensure that the mortuary environment is safely set up, considering stock levels, stock rotation, the ordering of supplies within scope of practice and the organisation of repair and replacement of faulty/damaged equipment. <b>K3 S2 S5 S6</b></p> <p><b>FMT</b></p> <p>Describes how they meet the individual needs of clients and family members in line with organisational procedures. Explains the impact that these requirements may have on the deceased's time in the mortuary environment. <b>K21</b></p> <p>Explains the specific legal implications concerning specialist funeral services. <b>K20</b></p> <p><b>APT</b></p> <p>Explains how they use their knowledge of the structures and systems in the human body when assisting in the pathology processes in routine and specialist post-mortems. <b>K27 K28 K31</b></p> <p>Explains the structure and life cycles of bacteria, protozoa, fungi and viruses and the effect that this has on the human body. <b>K29</b></p> <p><b>Core</b></p> <p>Explains how coaching, mentoring and best practice is used to ensure the standard of care in the mortuary is maintained, and the impact this has on the team and mortuary environment. <b>K17 S22 S24</b></p>	<p><b>Core</b></p> <p>Articulates the variants in stock levels required at different times and acts in accordance with demand. <b>K3 S5</b></p> <p><b>FMT</b></p> <p>Analyses the impact that failing to adapt to individual needs might have on the organisation. <b>K21</b></p> <p><b>APT</b></p> <p>Analyses the impact that failing to adapt to the individual needs of the case may have on the pathology process. <b>K27 K28</b></p> <p><b>Core</b></p> <p>Analyses the impact that poor practice could have on the team and customer perception. <b>S24</b></p>
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		Outlines their self-development needs and how they maintain continuous development by identifying development opportunities. <b>K16 S23</b>	
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## Overall EPA grading

All assessment methods are weighted equally in their contribution to the overall EPA grade. Performance in the EPA will determine the apprenticeship grade of fail, pass, or distinction. Independent assessors must individually grade each assessment method, according to the requirements set out in this EPA plan.

EPAOs must combine the individual assessment method grades to determine the overall EPA grade.

Apprentices who fail one or more assessment method will be awarded an overall EPA 'fail'.

To gain an overall EPA 'pass', apprentices must achieve a pass in all the assessment methods.

To achieve an overall EPA 'distinction', apprentices must achieve a distinction in all the assessment methods.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Assessment method 1: Observation with questions	Assessment method 2: Professional discussion underpinned by a portfolio of evidence	Overall grading
Fail	Fail	Fail
Fail	Pass	Fail
Pass	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

## Re-sits and re-takes

Apprentices who fail one or more assessment method(s) will be offered the opportunity to take a re-sit or a re-take at the employer's discretion. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

A re-sit does not require further learning, whereas a re-take does.

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

The timescales for a re-sit/re-take is agreed between the employer and EPAO. A re-sit is typically taken within 2 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 4 months of the EPA outcome notification.

All assessment methods must be taken within a 6 month period, otherwise the entire EPA will need to be re-sat/re-taken.

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

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.

## Roles and responsibilities

Role	Responsibility
Apprentice	<p>As a minimum, apprentices should:</p> <ul style="list-style-type: none"> <li>• participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months</li> <li>• undertake a minimum of 20% off-the-job training as arranged by the employer and training provider</li> <li>• understand the purpose and importance of EPA</li> <li>• undertake the EPA including meeting all gateway requirements</li> </ul>
Employer	<p>As a minimum, employers should:</p> <ul style="list-style-type: none"> <li>• select the EPAO and training provider</li> <li>• work with the training provider (where applicable) to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs</li> <li>• arrange and support a minimum of 20% off-the-job training to be undertaken by the apprentice</li> <li>• decide when the apprentice is working at or above the occupational standard and so is ready for EPA</li> <li>• ensure that all supporting evidence required at the gateway is submitted in accordance with this EPA plan</li> <li>• remain independent from the delivery of the EPA</li> <li>• confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer-specific documentation as required, for example company policies)</li> <li>• ensure that the EPA is scheduled with the EPAO for a date and time which allow appropriate opportunity for the KSBs to be met</li> </ul>



	<ul style="list-style-type: none"> <li>• ensure the apprentice is well prepared for the EPA</li> <li>• ensure the apprentice is given sufficient time away from regular duties to prepare for and complete all post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place</li> <li>• where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a daily basis</li> <li>• pass the certificate to the apprentice</li> <li>• provide the EPAO with any workplace specific policies, requirements and or instructions as requested at least two weeks in advance of the apprentice being assessed</li> <li>• ensures the EPAO has access to the Mortuary and appropriate permissions from next of kin are obtained</li> <li>• support the apprentice to achieve the KSBs outlined in the standard to their best ability</li> </ul>
EPAO	<p>As a minimum, EPAOs should:</p> <ul style="list-style-type: none"> <li>• conform to the requirements of this EPA plan and deliver its requirements in a timely manner</li> <li>• conform to the requirements of the Register of End-Point Assessment Organisations (RoEPAO)</li> <li>• conform to the requirements of the external quality assurance provider (EQAP) for this apprenticeship standard</li> <li>• understand the occupational standard</li> <li>• make all necessary contractual arrangements, including agreeing the price of the EPA</li> <li>• develop and produce assessment materials including specifications and marking materials (for example mark schemes, practice materials, training material)</li> <li>• appoint suitably qualified and competent independent assessors</li> <li>• ensure all independent assessors respect the mortuary theatre and the sensitive nature of the environment</li> <li>• appoint administrators (and invigilators where required) to administer the EPA as appropriate</li> </ul>

	<ul style="list-style-type: none"> <li>• provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading</li> <li>• provide adequate information, advice and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA</li> <li>• arrange for the EPA to take place, in consultation with the employer</li> <li>• where the apprentice is not assessed in the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary</li> <li>• develop and provide appropriate assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders</li> <li>• have no direct connection with the apprentice, their employer or training provider. In all instances, including when the EPAO is the training provider (i.e. HEI), there must be no conflict of interest</li> <li>• have policies and procedures for internal quality assurance (IQA), and maintain records of regular and robust IQA activity and moderation for external quality assurance (EQA) purposes</li> <li>• deliver induction training for independent assessors, and for invigilators and/or markers (where used)</li> <li>• undertake standardisation activity on this apprenticeship standard for all independent assessors before they conduct an EPA for the first time, if the EPA is updated and periodically as appropriate (a minimum of annually)</li> <li>• manage invigilation of apprentices in order to maintain security of the assessment in line with the EPAO's malpractice policy</li> <li>• verify the identity of the apprentice being assessed</li> <li>• use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard</li> </ul>
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	<ul style="list-style-type: none"> <li>• provide details of the independent assessor's name and contact details to the employer</li> <li>• have and apply appropriately an EPA appeals process</li> <li>• request certification via the Apprenticeship Service upon successful achievement of the EPA</li> </ul>
Independent assessor	<p>As a minimum, independent assessors should:</p> <ul style="list-style-type: none"> <li>• have the competence to assess the apprentice at this level and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan</li> <li>• understand the occupational standard and the requirements of this EPA</li> <li>• have, maintain and be able to evidence up-to-date knowledge and expertise of the subject matter</li> <li>• deliver the end-point assessment in-line with the EPA plan</li> <li>• comply with the IQA requirements of the EPAO</li> <li>• have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI)</li> <li>• attend induction training</li> <li>• attend standardisation events when they begin working for the EPAO, before they conduct an EPA for the first time and a minimum of annually on this apprenticeship standard</li> <li>• assess each assessment method, as determined by the EPA plan, and without extending the EPA unnecessarily</li> <li>• assess against the KSBs assigned to each assessment method, as shown in the mapping of assessment methods and as determined by the EPAO, and without extending the EPA unnecessarily</li> <li>• make all grading decisions</li> <li>• record and report all assessment outcome decisions, for each apprentice, following instructions and using assessment recording</li> </ul>

	<p>documentation provided by the EPAO, in a timely manner</p> <ul style="list-style-type: none"> <li>• use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard</li> <li>• mark open (constructed) test answers accurately according to the EPAO's mark scheme and procedures</li> </ul>
Training provider	<p>As a minimum the training provider should:</p> <ul style="list-style-type: none"> <li>• work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the knowledge, skills and behaviours as listed in the occupational standard</li> <li>• conduct training covering any knowledge, skill or behaviour requirement agreed as part of the Commitment Statement (often known as the Individual Learning Plan).</li> <li>• monitor the apprentice's progress during any training provider led on-programme learning</li> <li>• advise the employer, upon request, on the apprentice's readiness for EPA</li> <li>• remain independent from delivery of the EPA. Where the training provider is the EPAO (i.e. a HEI) there must be procedures in place to mitigate against any conflict of interest</li> </ul>
Invigilator	<p>As a minimum, invigilators should:</p> <ul style="list-style-type: none"> <li>• attend induction training as directed by the EPAO</li> <li>• have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI)</li> <li>• invigilate and supervise apprentices during tests and in breaks during assessment methods to prevent malpractice in accordance with the EPAO's invigilation procedures</li> </ul>

## Internal Quality Assurance (IQA)

Internal quality assurance refers to the strategies, policies and procedures that EPAOs must have in place to ensure valid, consistent and reliable end-point assessment decisions. EPAOs for this EPA must adhere to all requirements within the roles and responsibilities section and:

- have effective and rigorous quality assurance systems and procedures that ensure fair, reliable and consistent assessment across employers, places, times and independent assessors
- appoint independent assessors who are competent to deliver the end-point assessment and who:
  - have recent relevant experience of the occupation/sector to at least occupational level 3 gained in the last 3 years or significant experience of the occupation and healthcare sector
- operate induction training for independent assessors and any other personnel involved in the delivery and or/assessment of the EPA (e.g. markers and invigilators)
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- where appropriate provide ongoing training for markers and invigilators
- provide standardisation activity for this apprenticeship standard for all independent assessors:
  - before they conduct an EPA for the first time
  - if the EPA is updated
  - periodically as appropriate (a minimum of annually)
  - conduct effective moderation of assessment decisions and grades
  - conduct appeals where required, according to the EPAO's appeals procedure, reviewing and making final decisions on assessment decisions and grades

## Value for money

Affordability of the EPA will be aided by using at least some of the following practice:

- using the employer's premises
- utilising digital remote platforms to conduct applicable assessment methods
- conducting assessment methods on the same day

## Professional body recognition

Professional body recognition is not relevant to this occupational apprenticeshi

## Mapping of knowledge, skills and behaviours (KSBs)

Core Knowledge	Assessment method
<b>K1</b> Industry standards, regulations and legislation relating to mortuary procedures and governance	<b>Observation with questions</b>
<b>K2</b> Organisational policies, protocols and standard operating procedures, systems and applications	<b>Observation with questions</b>
<b>K3</b> The required stock levels for consumables and sundries based on scope of practice	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K4</b> The importance of ensuring the Mortuary area is safely set up	<b>Observation with questions</b>
<b>K5</b> The identification and prevention of further deterioration and decomposition of the deceased and the process to escalate issues	<b>Observation with questions</b>
<b>K6</b> The importance of infection control and how to prevent and control the spread of infection within the workplace	<b>Observation with questions</b>
<b>K7</b> The risks and control of chemical exposure	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K8</b> The implications of excessive size and weight of the deceased and how to safely handle the deceased	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K9</b> Risk assessments and the employee's responsibilities in line with organisational standards	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K10</b> The limits of own responsibilities	<b>Observation with questions</b>
<b>K11</b> The equipment available to support and mitigate risks, how and when to utilise the equipment and how to report faults	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K12</b> How and when to safely remove medical equipment from the deceased	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K13</b> The implications of implants, when to remove from the deceased and escalation procedures	<b>Professional discussion underpinned by a portfolio of evidence</b>

<b>K14</b> The organisation's databases and systems for recording the journey of the deceased and their care information	<b>Observation with questions</b>
<b>K15</b> The importance of treating each deceased with dignity and respect at all times	<b>Observation with questions</b>
<b>K16</b> The importance of continuous professional development and how to research opportunities for development	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K17</b> Coaching and mentoring methods	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K18</b> Methods of communication	<b>Observation with questions</b>
<b>K19</b> The importance of and how to complete and process all relevant paperwork	<b>Observation with questions</b>
<b>FMT Knowledge</b>	
<b>K20</b> The legal implications surrounding specialist funeral services such as burial, cremation and repatriation	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K21</b> The individual needs of clients and family members and the impact that these have on the deceased's time in mortuary care (such as: cultural, religious, age, gender requirements)	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K22</b> Mouth and eye closure techniques	<b>Observation with questions</b>
<b>K23</b> How to, and the reasons for packing orifices	<b>Observation with questions</b>
<b>K24</b> Personal grooming techniques in the care of the deceased including cosmetic application	<b>Observation with questions</b>
<b>K25</b> Dressing techniques and rituals in the care of the deceased	<b>Observation with questions</b>
<b>K26</b> The embalming process and specific requirements when supporting the embalmer	<b>Observation with questions</b>
<b>APT Knowledge</b>	
<b>K27</b> The anatomical structure of the human body	<b>Professional discussion underpinned by a portfolio of evidence</b>

<b>K28</b> The physiology of anatomical systems in the human body	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K29</b> The structure and life cycles of bacteria, protozoa, fungi and viruses of relevance to human health	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K30</b> The procedure to record and retrieve tissue from a deceased person	<b>Observation with questions</b>
<b>K31</b> The requirements for specialist post-mortem examinations	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>K32</b> The documentation requirements for post-mortem examination consent and subsequent procedures	<b>Observation with questions</b>
<b>K33</b> The specific requirements when supporting the pathologist	<b>Observation with questions</b>

<b>Core Skills</b>	<b>Assessment method</b>
<b>S1</b> Follow safe operating procedures to monitor and maintain the safety and hygienic condition of equipment and mortuary	<b>Observation with questions</b>
<b>S2</b> Organise the repair and replacement of faulty / damaged equipment if necessary	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>S3</b> Complete all relevant documents for each deceased in line with organisational system requirements, reporting any discrepancies to the appropriate person	<b>Observation with questions</b>
<b>S4</b> Carry out opening checks to ensure mortuary environment is safe and ready for use	<b>Observation with questions</b>
<b>S5</b> Carry out stock rotation, control and replenishment in line with organisational systems and procedures	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>S6</b> Order supplies as required within limits of authority	<b>Professional discussion underpinned by a portfolio of evidence</b>



<b>S7</b> Carry out correct identification of the deceased, checking condition and recording personal effects and details on organisational database/system as required	<b>Observation with questions</b>
<b>S8</b> Triage the deceased by assessing, prioritising and carrying out initial care as necessary and permitted within scope of practice	<b>Observation with questions</b>
<b>S9</b> Complete on-going assessments, acting on and communicating any issues arising	<b>Observation with questions</b>
<b>S10</b> Monitor the available spaces and communicate to line manager in line with organisational procedures	<b>Observation with questions</b>
<b>S11</b> Complete necessary risk assessments on equipment and mortuary environment as required in line with organisational procedures	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>S12</b> Dispose of or return soiled items according to legislation and organisational procedures	<b>Observation with questions</b>
<b>S13</b> Carry out cleaning and disinfection processes in the care of the deceased according to client wishes	<b>Observation with questions</b>
<b>S14</b> Prioritise workload to meet business and client demands	<b>Observation with questions</b>
<b>S15</b> Demonstrate the use of communication methods, tools and skills, adapting technique and style to suit the individual	<b>Observation with questions</b>
<b>S16</b> Monitor the progress of the deceased through the mortuary area reporting any issues to the appropriate person	<b>Observation with questions</b>
<b>S17</b> Carry out quality checks at every interaction with the deceased	<b>Observation with questions</b>
<b>S18</b> Carry out cleaning schedule in line with organisational requirements, reporting any issues to the appropriate person	<b>Observation with questions</b>
<b>S19</b> Assist other colleagues within the mortuary environment as and when required	<b>Observation with questions</b>
<b>S20</b> Apply manual handling and safe working practices in the completion of duties	<b>Observation with questions</b>
<b>S21</b> Prepare the deceased for release and complete final quality checks before the deceased leaves the mortuary	<b>Observation with questions</b>
<b>S22</b> Monitor the standard of care within the mortuary, identifying training and development needs and reporting to the appropriate person	<b>Professional discussion underpinned by a portfolio of evidence</b>

<b>S23</b> Identify areas for self-development and maintain continuous professional development	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>S24</b> Demonstrate and share best practice with the team	<b>Professional discussion underpinned by a portfolio of evidence</b>
<b>S25</b> Prioritise workload considering initial assessment of the deceased, business, family members and client requirements, timescales and collaborate with the wider team	<b>Observation with questions</b>
<b>FMT Skills</b>	
<b>S26</b> Accurately measure the deceased considering size and weight implications, communicate any concerns to the appropriate person	<b>Observation with questions</b>
<b>S27</b> Prepare the deceased for embalming	<b>Observation with questions</b>
<b>S28</b> Support the embalmer in the embalming process	<b>Observation with questions</b>
<b>S29</b> Carry out preparation of the deceased for example, washing, feature setting, orifice packing, dressing, application of cosmetics, personal grooming and any specific individual requirements respecting religious and cultural beliefs	<b>Observation with questions</b>
<b>S30</b> Implement family-specific and cultural needs and wishes	<b>Observation with questions</b>
<b>S31</b> Carry out identification and personal effect checks at every interaction with the deceased	<b>Observation with questions</b>
<b>APT Skills</b>	
<b>S32</b> Prepare the deceased for post-mortem examination	<b>Observation with questions</b>
<b>S33</b> Carry out external examination of the deceased	<b>Observation with questions</b>
<b>S34</b> Carry out evisceration and dissection of the deceased under the direction of supervisory staff	<b>Observation with questions</b>
<b>S35</b> Carry out examination of dissected organs and structures	<b>Observation with questions</b>
<b>S36</b> Carry out reconstruction of the deceased following post-mortem examination	<b>Observation with questions</b>
<b>S37</b> Carry out procedures for tissue retrieval and recording under the direction of supervisory staff	<b>Observation with questions</b>

<b>Core Behaviours</b>	
<b>B1</b> Treat colleagues and the deceased with respect and dignity	<b>Observation with questions</b>
<b>B2</b> Maintain professionalism at all times	<b>Observation with questions</b>
<b>B3</b> Be considerate of the diverse needs of individuals	<b>Observation with questions</b>
<b>B4</b> Demonstrate attention to detail	<b>Observation with questions</b>
<b>B5</b> Demonstrate empathy and sensitivity	<b>Observation with questions</b>
<b>B6:</b> Be adaptable and flexible to situations as they arise	<b>Professional discussion underpinned by a portfolio of evidence</b>