



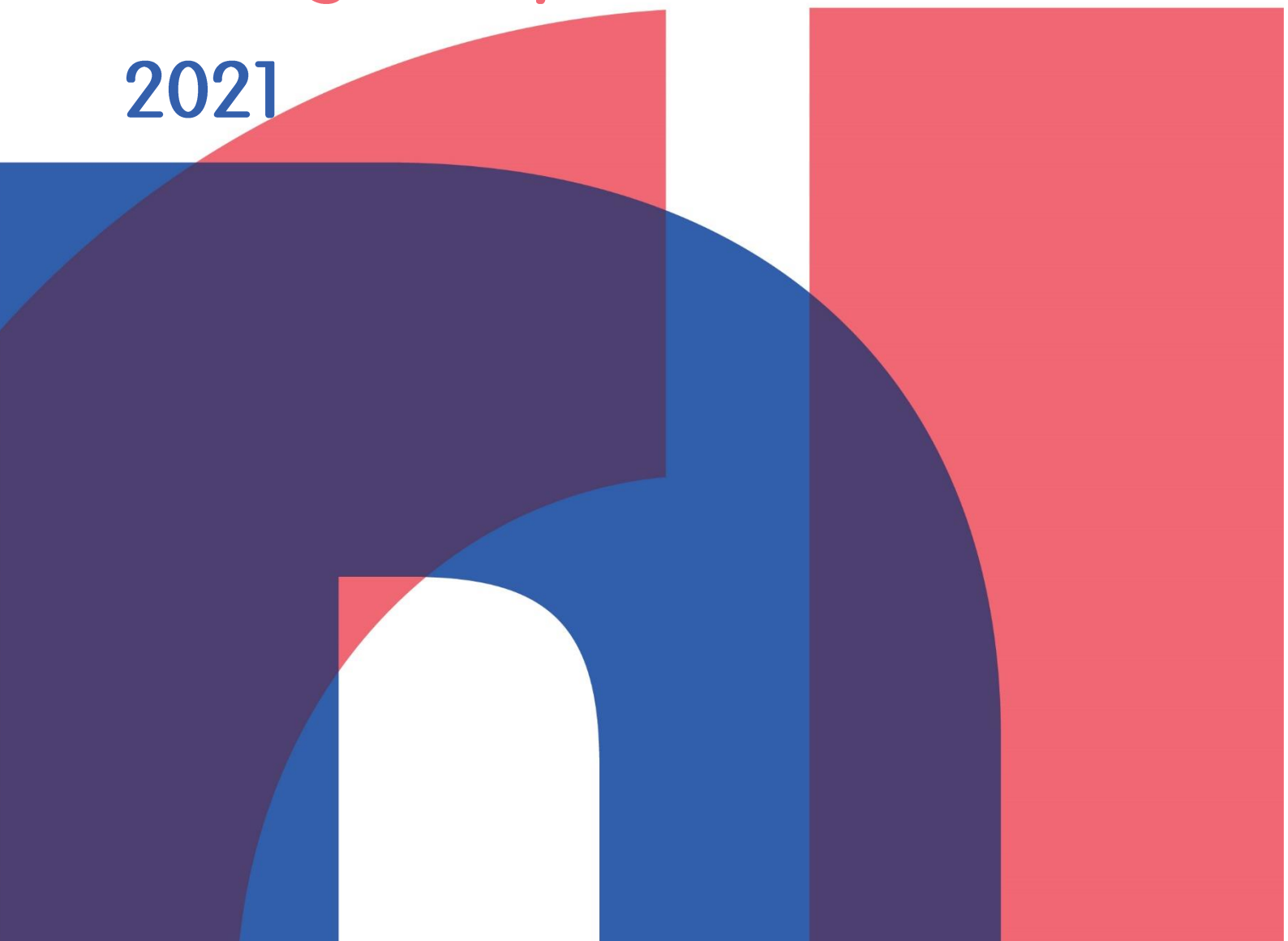
LEVEL 3 FOOD & DRINK MAINTENANCE ENGINEER

Reference: ST0195

End Point Assessment

Pricing Policy

2021



Key Information

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Introduction

This document contains the policy and procedures relating to the delivery, fees and circumstances that apply for the provision for a Level 3 Food & Drink Maintenance Engineer Apprenticeship Standard End point assessment (EPA)

Occupational Context

The Level 3 Food and Drink Maintenance Engineer is a popular occupational standard first approved in 2014/15 with a maximum funding value of £27,000. This standard covers a varied number of engineering roles within the food businesses producing a wide range of food and drink for consumers. Companies employ Mechanical and/or Multi-skilled Maintenance Engineers according to the type of food and drink products they make.

Both Mechanical and Multi-skilled Engineers will be carrying out routine maintenance, fault finding and diagnosis, testing and commissioning. They must ensure that maintenance activities contribute to optimising food and drink production levels. In addition, Mechanical and Multi-skilled Engineers must ensure that all maintenance activities are conducted safely, and practices comply with food safety legislation in this highly regulated industry.

Why FDQ

We promise that our end-point assessment services will be:

- **Clear** – after booking an EPA with us we will outline the process in a straightforward way, so everyone knows what is expected and there are no nasty surprises
- **Supportive** – above all we want your apprentices to succeed. We will provide a variety of support materials including sample questions; checklists; an outline of what happens on EPA day plus a guide to preparing apprentices to help them do their best. We provide detailed guides for the employer and training provider- and a shorter simple guide for apprentices.
- **Fair** – tests will be aligned only to the key knowledge, skills and behaviours agreed and set out in the standard and the assessment plan. Our experienced independent assessors will use their judgement as to whether an apprentice meets the overall requirements overall
- **Experience** – FDQ is the only specialist EPAO in the food and drink market with over 20 years of experience serving the industry. Our independent examiners (IEs) are highly experienced and fully qualified practitioners in their field

- **Collaborative** – end-point assessment is the last stop on our journey with you. Our IEs are committed to working with you to get your apprentices to the finish line to reach a fair and validated final result
- **Tailored to your business** – one size doesn't fit all! Your apprentice' EPAs, whilst satisfying the requirements of the assessment plan, will be aligned to the business they are in. This way, not only do the apprentices have the best chance of succeeding, but employers can be confident that they will also be competent in the workplace.

Entry to Level 3 Food & Drink Maintenance Engineer Gateway

Apprentices must meet the gateway requirements and provide evidence of doing so to FDQ before plans and dates for their EPA can be formally commenced. At gateway, the employer and training provider (if applicable) must be satisfied the apprentice is consistently working at, or above, the level set out in the occupational standard. The employer will complete an FDQ **Gateway Declaration Form** confirming the apprentice's readiness for EPA and will be able to provide authenticated evidence (copies of certificates) to confirm achievement of:

- L3 Diploma in Food and Drink Engineering Maintenance
- English and maths at level 2, prior to taking their end-point assessment.

Assuming all is received the apprentice's application for EPA will proceed to the Gateway stage.

Gateway Stage

FDQ will commence talks with the employer and training provider in the months leading up to the gateway. At these meetings FDQ will explain the EPA requirements including venue details, dates and final fees to be applied. Once the EPA delivery arrangements are agreed, FDQ will process a contract of services on behalf of the employer confirming the fee and payment transactions with the training provider.

During the site visit, the apprentice' project brief will be agreed. The 12 week period for completing the project will start from the date of the site visit. The EPA will be completed at/near the end of the 12-week Gateway period.

The whole assessment process is managed by FDQ. The EPA is conducted by an independent examiner (IE) who submits the apprentice's provisional results and grade to a moderation process at FDQ. After moderation, a final outcome is confirmed. The employer and training provider will receive

a Statement of Result (usually within 21 working days) that must be agreed by all parties. Upon receipt of this confirmation, FDQ will request the final completion certificate from the Education and Skills Funding Agency (ESFA).

Agreeing the fee and payment

The payment transaction for EPA is between FDQ and the training provider and the agreed fee is to be paid and collected at the earliest opportunity. This means, except in cases where the cost is not known, all fees will be requested within 30 days of the invoice. If the fee payment is not made, or evidence of a third party commitment to pay is not produced, the EPA cannot take place.

FDQ will invoice for the EPA once the Contract of Service has been issued **usually 7 days** prior to the appointed EPA date.

The Level 3 Food & Drink Maintenance Engineer end-point assessment will take place on the agreed appointed days/sessions over a typical period of up to 6.5 hours. FDQ will provide an independent EPA service that examines the three distinct assessment components:

| Ref | Method of EPA | Timings |
|-----|--|---|
| 1 | Written Knowledge Test | Comprising 30 multiple choice test questions and 5 extended answer questions lasting up to 90 minutes |
| 2 | Practical tests: Onsite Observations (x3) and Project Presentation | Observations lasting approximately 3 hours and a Project Presentation lasting up to 60 minutes – Sessions and timings to be agreed with the IE. |
| 3 | Professional Dialogue and interview | Lasting up to 60 minutes |

FDQ aims to supply results from the final EPA to customers within 21 days. FDQ invoices carry a 30 day expected payment date from when the EPA was commenced.

Information for applicants & their employers

Information on fees as contained in this document will be made available to employers to enable them to negotiate and agree the fee with payment to be routed via their preferred Register of Apprenticeship Training Provider (RoAPT) approved training provider.

Payment and Fee Collection

Fees can be paid by either of the following methods:

| Payment Options | |
|-----------------|--|
| 1 | For FDQ centres an invoice will be raised and the usual terms and conditions will apply. |
| 2 | For non-FDQ centres a payment facility can be set using a Bankers Automated Clearing System Limited (BACS) process |

Guidelines for fee setting

The final fee for a Food & Drink Maintenance Engineer apprenticeship standard end-point assessment may vary. In discussion with the employer / provider, FDQ will consider a number of factors that help us reach a reasonable fee for services;

- **Dual EPAs** – Instances where two or more apprentices from the same site are assessed on a single day, this reduces FDQ's Independent Examiner day/travel so enabling savings to be shared across apprentices
- **Multiple EPAs** – Clearly when working with large employers who may have several apprentices to be assessed within a calendar year, FDQ will be happy to discuss a discount rate; especially when the employer's onsite team can help with planning and preparation
- **Late/Early Shift** – FDQ appreciates the food industry is often a 24/7 working environment so there may be times when FDQ conforms to the preferred overnight/weekend shift patterns that suit the apprentice

Notwithstanding the above circumstances for fee discounts to apply, the fees shown in this document are based on a single applicant commission for EPA. The guiding principle for FDQ is that we are transparent about the fee setting calculation, and where savings are applicable, to share them with the employer/provider.

The Food & Drink Maintenance Engineer Instruments of Assessment

The apprentices will undertake all **three discrete** components that make up the end point assessment:

Written Knowledge Test (WKT)

The WKT assesses the underpinning knowledge and understanding and contributes 25% of the final apprenticeship grade. The test comprises 30 multiple choice questions (MCQs) with an additional 5 extended answer questions over a 90 minute time limit. The WKT will test understanding across a range of areas including:

| | | |
|---|-------------------------------------|-----------------------------------|
| • Food processing and product knowledge | • Continuous improvement | • Materials science |
| • Fault finding techniques | • Operation of mechanical equipment | • Production of replacement parts |
| • Fluid power systems | • Heat exchange equipment | • Cutting and welding |
| • Electrical systems | • Services and utilities | • Cleaning and hygiene processes |

The questions in the WKT will be presented in two sections:

- a multiple choice question (MCQ) section (30 MCQs worth 1 mark each)
- an extended answer questions section (5 questions worth 6 marks each).

The WKT grading criteria is as follows

| | | |
|--|-------------------------------------|--|
| <i>Acceptable achievement – Pass</i> | <i>Good achievement – Merit</i> | <i>Outstanding achievement – Distinction</i> |
| >40 marks out of 60 | >50 marks out of 60 | >55 marks out of 60 |

Practical Tests

The two components of the practical tests are typically undertaken in the workplace, although they may be taken in a simulated environment. The components contribute 60% of the final apprenticeship grade.

The **Workplace Project** (45% of the final apprenticeship grade) is a significant piece of work and should be started as the Gateway period begins. A project brief is chosen by the employer and apprentice, from a bank of project topics provided by FDQ. The employer may alternatively suggest a topic for the project, which will then be subject to agreement by FDQ.

A project report of no more than 2,000 words should be submitted to FDQ in the 11th week of the Gateway period, so that the Independent Examiner may familiarise in preparation for the **Project Presentation** which will take place on one of the final EPA days. The presentation and a question and answer session will typically last 45 minutes to 1 hour.

The **Workplace Observation** (15% of the final apprenticeship grade) assessment involves the apprentice undertaking a range of maintenance activities in a minimum of 3 distinct observations over a period of up to 3 hours, either as a mechanical or multi-skilled engineer. This instrument of assessment will involve a series of observations that reflect everyday scenarios from the apprentice's working environment. At least one of the observations will include fault finding.

The observation & questioning will cover all aspects of the standard including:

| | | |
|---------------------------------------|---|--|
| • Planning for maintenance activities | • Performing routine mechanical maintenance | • Producing replacement components |
| • Maintaining fluid power systems | • Welding stainless steel and other materials | • Performing electrical maintenance activities |

| | | |
|--|--|--|
| <ul style="list-style-type: none"> Applying mathematical techniques to solve engineering problems | <ul style="list-style-type: none"> Working safely | <ul style="list-style-type: none"> Ownership of work and proactive approach to work |
|--|--|--|

The observation will be marked and scored using robust methods of assessment. The observation will result in a fail, pass, merit or distinction grade. All knowledge, skills and behaviours assessed in the Practical Tests must be satisfactorily achieved to pass the observation.

The grading for the Practical Tests is as follows:

| Pass | Merit | Distinction |
|-------------------|--------------------|---------------------|
| 4-6 points | 7-10 points | 11-12 points |

FDQ will provide a range of sample materials, mock examples, detailed grading criteria and specifications for employers and providers that will assist preparations for the apprentice's Practical Tests.

Professional Dialogue & Interview

The final assessment is a structured discussion between the apprentice and independent examiner and will focus on the Behaviours required for a Food & Drink Maintenance Engineer. This assessment contributes 15% to the final apprenticeship grade. The session will be structured to draw out the best of the apprentice's competence and excellence; lasting between 45 and 60-minutes.

FDQ's Independent Examiner will select six questions from a bank of standardised competency-based questions to ensure a consistent approach is adopted, as well as ensuring all required areas of the standard are appropriately covered.

The Independent Examiner will form a holistic judgement of the apprentice's responses to the questions and grade the assessment according to the following criteria:

| Pass | Merit | Distinction |
|---|--|---|
| <ul style="list-style-type: none"> Appreciation of the behavioural aspects of the standard | <ul style="list-style-type: none"> As 'Pass' but apprentice also seeks to improve performance | <ul style="list-style-type: none"> As 'Pass' but apprentice also demonstrates effective improvement on current performance, suggesting, implementing and validating improvements to standards or ways of working |

Level 3 Food & Drink Maintenance Engineers

| Question | Answer |
|---|---|
| <i>What is the funding rate for the Food & Drink Maintenance Engineer standard?</i> | The Level 3 Food & Drink Maintenance Engineer attracts a maximum funding rate of £27,000 . This was assigned to this standard by the Institute for Apprenticeships and Technical Education (IfATE). |
| <i>How are end point assessments costs calculated?</i> | The Government does not dictate the fee to be charged for end point assessment. Apprenticeship Standards are assigned a maximum funding rate by the Funding Agency and employers decide the percentage of the overall funding value that is assigned to the occupational assessment plan. |
| <i>How do employers select and pay for the EPA?</i> | <p>The employer will select the EPAO (FDQ) and negotiate a price for the EPA. The price agreed should not usually exceed 20% of the funding band maximum for the standard. The agreed price to be charged will be based on administration and delivery of end-point assessment (eligible costs) and may also comprise an element linked to profit.</p> <p>Payment from the employer to FDQ will be routed through the provider. In order to receive payment, FDQ and the provider must have a contract agreed, and in place as soon as possible after notification from the employer.</p> |
| <i>What should the contract between FDQ and provider cover?</i> | <p>This contract must cover roles and responsibilities and a schedule for the channelling of funding through the provider to FDQ.</p> <p>The terms of the contract between the EPAO and the provider must confirm that FDQ is in charge of EPA delivery on behalf of the employer and that the provider is acting as an agent of the ESFA in passing the payment (either from the employer's apprenticeship service levy account or co-funded) to FDQ.</p> |

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| <i>When can providers expect to receive the final 20%?</i> | <p>For standards the final claim to the ESFA can be made once the end-point assessment has been completed and the prime provider has informed the ILR for the apprentice. To support timely payments to the provider FDQ will;</p> <ol style="list-style-type: none"> 1. Inform the prime provider of the apprentice's completion of the on the day it was undertaken. This enables field 21 (funding) of the ILR to be processed and notified to the ESFA. 2. Once results have been agreed, submit a 'request for final certification' to the ESFA and alert the provider of this action. This will enable the provider to complete field 28 of the ILR |
| <i>So EPA fees are 'fixed' by Government and set at 20% of the maximum funding rate?</i> | <p>Not necessarily, EPAOs have a responsibility to price up the EPAs to reflect the different eligible costs such as administration, registration and examination that occur as part of the delivery of the EPA. This will ensure the delivery of a fair, valid and reliable testing experience for the apprentice. FDQ on average sets fees at 15% of the maximum funding rate. This reflects the food industry's strive for efficiency and FDQ's not-for profit status.</p> |
| <i>EQA Charges</i> | <p><u>From November 1st 2019</u>, the Government has mandated that External Quality Assurance for apprentices on this Standard will be subject to a £40 tariff that is to be charged at the gateway stage. This charge is to be passed on to the customer but clearly itemised on the invoice as an EQA charge per apprentice.</p> |

The fee Scenario for a single apprentice

| Maximum fee scenario | Rationale | FDQ rate |
|---|---|---|
| Single applicant | <p>If applied at 20% of the £27,000 maximum funding rate FDQ could make a charge of £5,400.</p> <p>FDQ does not apply this charge and instead our maximum fee is capped at 15% = £4,050 based on the following assumptions</p> <ul style="list-style-type: none"> The employer will host the EPA ensuring a controlled environment is available for the employee and examiner | <p>Maximum</p> <p>£4,050</p> <p>Single Rate</p> |
| Setting | Apprentices are required to provide their own PPE. FDQ will accommodate unsocial starting times and weekends if required to do so. This will be discussed with the EPA Manager in advance of agreeing the final fee | |
| Additional Discount | FDQ will apply a 10% reduced rate for occasions where at least two apprentices from the same company undertake end point assessments on/around the same time. The additional discount will be discussed in advance with the employer and provider. | |
| Eligible Costs | | EPA Services delivered by FDQ |
| <ul style="list-style-type: none"> <i>Costs associated with the administration, registration and examination of end-point assessments as set out in the standard/s and assessment plan/s</i> | | <ul style="list-style-type: none"> External setting and marking of tests Registration and delivery of on-screen tests Recognition of achievement Feedback, grading and submission for certification Access to video conferencing for remote assessment |
| <ul style="list-style-type: none"> <i>Costs associated with providing guidance and support and the materials (non-capital items) used in the delivery of end-point assessment</i> | | <ul style="list-style-type: none"> All support materials and guidance provided to the employer or provider for end-point assessment preparation during on-programme learning, including, but not limited to: |

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| <i>(equipment or supplies necessary to enable the assessment to take place)</i> | <ul style="list-style-type: none"> ○ Assessment specifications/Assessment logbooks / Checklists / Exemplars • Support & training from expert product managers • Papers/supplies/software required for the assessment to take place (non-capital items) such as ingredients or paper tests where required. |
| • <i>Costs associated with ensuring trained staff and appropriate premises are available to deliver end-point assessment</i> | <ul style="list-style-type: none"> • Pre-visit to the workplace to ensure suitability of premises & discuss EPA itinerary with all parties • Trained Independent End-point examiners • Check appropriate premises for EPA activity |
| • <i>Costs to support any special arrangements needed to ensure any apprentices with special educational needs, disabilities or with another temporary or permanent debilitating condition can fairly access end-point assessment</i> | <ul style="list-style-type: none"> • All reasonable adjustments requested in line with the Reasonable Adjustments and Special Considerations policies • Written paper exams |
| • <i>Costs associated with the development & maintenance of assessment instruments & tools</i> | <ul style="list-style-type: none"> • All preparation of assessment materials, tools and instruments |
| • <i>Costs associated with any further assessment required by the apprentice to achieve end-point assessment (for instance re-takes or re-sits)</i> | <ul style="list-style-type: none"> • Feedback and area analysis available to providers to support preparation for re-sits/retakes |
| • <i>Costs associated with ensuring consistent and robust internal quality assurance (for instance moderation and standardisation of assessment instruments and tools, assessors and assessment decisions)</i> | <ul style="list-style-type: none"> • Internal quality assurance provided by EPAO End-point Assessment Managers (moderation or standardisation) • Results generation & issue to respective parties |

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| <ul style="list-style-type: none"> <i>Costs to take account of any EQA charges that may be incurred and certification charges</i> | <ul style="list-style-type: none"> All External Quality Assurance costs incurred & certification costs charged to the EPA by the EQA – these can be up to £40 per candidate respectively. |
|---|--|

**Other scenarios may occur and fees will need to be set on a case by case basis with discrete discounts applying for different types/volumes as considered at the discretion of the CEO.*

Guidance for re-takes - the Level 3 Food & Drink Maintenance Engineer

Apprentices who fail one or more EPA components will be offered a re-take. Re-takes cannot be offered to apprentices wishing to move from pass to distinction. A re-take usually requires a period of further learning and a supportive action plan. The apprentice's employer will need to agree that a re-take is an appropriate course of action.

A re-take must be taken within 12-weeks of the original fail notification; otherwise the entire EPA must be re-taken. The maximum grade awarded to a re-take will be Merit, unless the EPAO identifies exceptional circumstances accounting for the original fail.

EPAOs must ensure that apprentices undertake a different knowledge test, workplace observation specification and interview questions when taking a re-take.

| EPA component to be re-taken | Proportion of original fee |
|-------------------------------------|----------------------------|
| Written Knowledge Test | 20% of fee |
| Practical Tests x 3 | 60% of fee |
| Professional Dialogue and Interview | 20% of fee |

**FDQ will apply discretion as required for re-takes*

Refund of fees

If FDQ cancels an EPA then any fees paid will be automatically refunded to the applicant organisation

If the apprentice withdraws from their EPA without providing 24 hours' notice to FDQ the fee remains payable as and any fees paid will not be refunded. This applies at all times and in all situations, including changes of circumstance and cases of hardship.

If the learner is not able to undertake their EPA on account of ill health then, on the production of medical evidence (e.g. a doctor's note), then a postponement may apply and the EPA could be rescheduled. On occasions where severe weather causes a postponement then some discretion will apply, however FDQ will always endeavour to factor in weather conditions in advance.

The FDQ Chief Executive must approve any refunds/credit notes before issue.

END