



**End Point Assessment  
Organisation (EPAO)**



**Public Service  
Operational  
Delivery Officer**

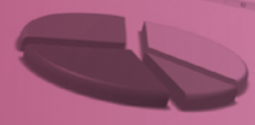
**ICA is an end-point assessment organisation (EPAO) working with training providers and employers to deliver high quality, robust end-point assessment (EPA) across a range of apprenticeships. We are part of the leading professional body for the regulatory and financial crime compliance community.**

ICA's vision is to inspire, educate and enable the international compliance community to think more, perform better and help the right business be conducted in the right way.

### **Why choose ICA as your End Point Assessment organisation?**

We will provide:

- dedicated independent end-point assessors who are subject matter experts
- robust processes and quality assurance
- quick turnaround of results
- friendly, flexible and responsive staff
- a flexible, fair and easy-to-understand pricing structure
- a simple scheduling process, with a team on hand to support you at each stage
- an online platform for apprentices to use for collating and submitting portfolios, and
- guidance sessions for apprentices on how the EPA will be conducted



Excellent: 3  
Good: 1  
Fair: 2  
Uncertain: 3  
Poor: 2

#### Report Summary

Tradeline Overview	
Total:	37
Current:	32
Untrade:	0
Current Neg:	0
Historical Neg:	1

Account Status	
Current Past Due:	\$0
Accts Paid:	\$193,450
Account Balance:	\$1,842
Monthly Payment:	

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## Public Service Operational Delivery Officer

ICA's vision is to inspire, educate and enable the international compliance community to think more, perform better and help the right business to be conducted in the right way.

**Level 3**

**Route:** Business and administration

**Typical duration to gateway:** 12 months  
(this does not include EPA period)

**Maximum funding:** £2,500

**ICA Standard EPA Fee:** £500 per apprentice

The fee quoted is our standard fee – we can offer discounts based on the number of apprentices.

### **Apprenticeship occupation overview:**

Operational Delivery Officers have the vital job of keeping the country running. They make sure that citizens get the services and protection they need, and help people understand what is available and what they need to do to comply with the rules.

Operational Delivery Officers make a difference every day to the lives of millions of people. They do hundreds of jobs in most departments and agencies in central government. They also work in local government, delivering services for towns, cities, boroughs or counties.

This apprenticeship will give you great development opportunities to equip you to be an internationally recognised professional in a part of the civil service that really makes things happen for customers and businesses.

### **Role Profile**

A career in operational delivery is varied and involves working on the front line in different public-facing environments. You will be dealing with different types of customers

and delivering a range of public services, but the skills and behaviours you need will be the same whatever you do.

Operational Delivery Officer roles include bringing data and evidence together, and making sure it is correct. You may also be considering applications, analysing information and making decisions.

Duties will depend on who the public service employer is and what they are responsible for: you could find yourself working in any occupational delivery area of central or local government. As an Operational Delivery Officer you could be:

### Services

- managing cases and resolving customer enquiries
- assessing and collecting various taxes across central and local government
- giving people welfare or pensions advice, or supporting them to get back to work
- issuing UK passports and making decisions about who has the right to visit or to stay in the country
- processing driving licence applications.
- supporting citizens in court

### Protection

- validating peoples' identities, and carrying out background checks or interviews
- carrying out searches on people, vehicles, freight and baggage

- collecting outstanding debts
- stopping entitlements for people who should not be getting them
- rehabilitating offenders and supporting victims and witnesses
- responding to outbreaks and incidents, co-ordinating information and deploying resources

### Knowledge, Skills, and Behaviours: What apprentices need to learn

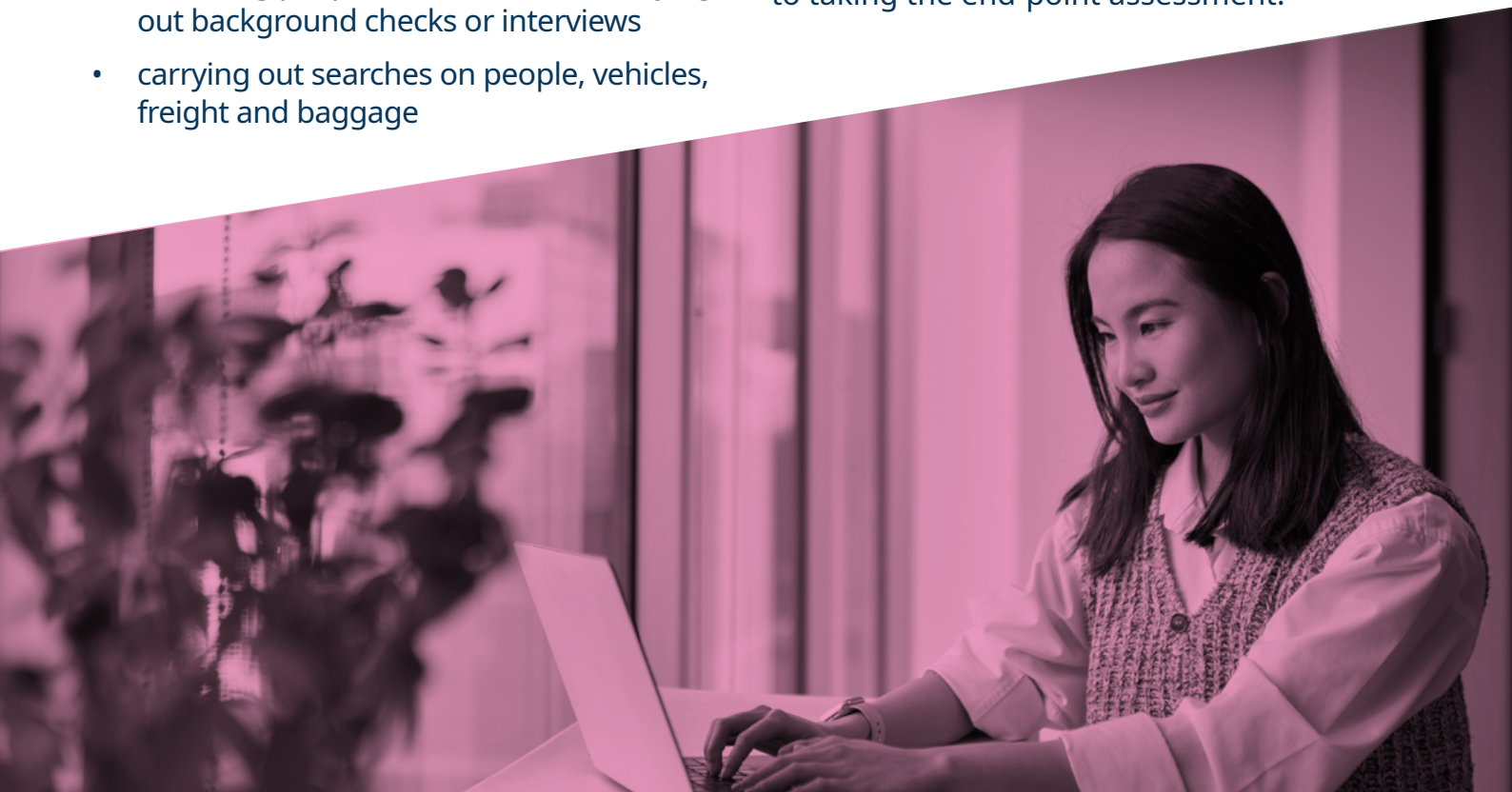
The required knowledge, skills and behaviours of the Public Service Operational Delivery Officer apprenticeship standard are found on the Institute for Apprenticeships & Technical Education (IfATE) website.

## Gateway Requirements

The EPA gateway is when ICA checks and confirms that apprentices have met any requirements required before they start the EPA.

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the apprenticeship standard.

Apprentices without Level 2 English and Maths will need to achieve these prior to taking the end-point assessment.



As a gateway requirement and prior to taking the EPA, apprentices must complete all approved qualifications mandated in the Public Service Operational Delivery Officer standard.

At gateway, apprentices must submit a portfolio of evidence to be used within the professional discussion.

## Why choose ICA as your EPAO?

ICA will provide:

- dedicated independent end-point assessors who are subject matter experts
- robust processes and quality assurance
- quick turnaround of results
- friendly, flexible, and responsive staff
- a flexible, fair, and easy-to-understand pricing structure

- a simple scheduling process, with a team on hand to support you at each stage
- an online platform apprentices to use for collating and submitting portfolios, and
- guidance sessions for apprentices on how the EPA will be conducted.

### End Point Assessment

All apprentices must take an independent assessment at the end of their apprenticeship training to confirm that they have achieved occupational competence. Rigorous, robust, and independent EPA is essential to give employers confidence that apprentices completing an apprenticeship standard can actually perform in the occupation they have been trained in, and can demonstrate the knowledge, skills and behaviours set out in the apprenticeship standard.

EPA can only be conducted by an independent end-point assessment organisation (EPAO).



**The Assessment Plan for each standard outlines the assessment methods to be used. The EPA for this apprenticeship consists of the following mandatory elements:**

### **Work-based project**

The work-based project should be something that meets the needs of the business, is relevant to their role and allows the relevant knowledge, skills and behaviours to be demonstrated for the EPA. Therefore, the project's subject, title and scope will be agreed between the employer and the EPAO within two weeks of the apprentice entering the EPA period.

ICA need to sign-off the project title to confirm its suitability prior to the project commencing. It is envisaged that the project will typically be completed over eight weeks and the report write up will typically take up to four weeks. All elements must be completed and submitted to the EPAO within 18 weeks of the apprentice entering the EPA period.

The project will be submitted in the format of 2,500-word project report. The word count does not include annexes (which could include graphs, pictorial representations or diagrams).

### **Presentation with questions and answers**

Apprentices will prepare and deliver a 15-minute online presentation based on the work-based project. This will be followed by 15 minutes for questions and answers.

The apprentice will have two weeks to prepare, complete and submit the presentation after the project report has been submitted to the ICA.

The presentation element of the EPA replicates the sort of work undertaken by competent individuals in this profession. They are expected to be able to make presentations to individuals and groups.

The presentation allows the project to be explored in more depth.

The questions following the presentation will confirm the assessor's understanding of the presentation and how it demonstrates the relevant knowledge, skills, and behaviours.

### **Professional discussion, underpinned by a portfolio of evidence.**

This assessment will take the form of a 60-minute online professional discussion will provide an opportunity for the apprentice to demonstrate their competence and excellence and to cover the knowledge, skills and behaviours assigned to this assessment method.

Apprentices will collect evidence for a portfolio during their on-programme training and development, to evidence their learning and application of technical knowledge in practice, core regulatory competencies, and their values and behaviours.

The assessor will select questions from a bank of scenario and competency based questions to ensure a consistent approach is adopted, as well as ensuring all required areas of the standard are appropriately covered. A further six supplementary questions generated by the assessor may also be asked based on the portfolio of evidence to elicit a more detailed response from the apprentice.

### **Full information regarding the assessment methods is provided within the ICA Assessment Handbook for this EPA.**

# Grading

Each assessment will be carried out independently, and all assessment components of the EPA must be passed in order to attain an overall pass grade.

The overall EPA will be graded Fail, Pass, or Distinction based upon the performance across the 2 assessments.

Independent assessors will individually grade each assessment method – distinction, pass or fail.

To achieve a distinction, the apprentice must achieve a distinction in both assessment methods by achieving all pass criteria and all distinction criteria.

## Results and Certification

Following the EPA, ICA will issue an EPA result letter and grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

**Get in touch to discuss your EPA service requirements**



## End Point Assessment Organisation (EPAO)

### Get in touch to discuss your EPA service requirements

Email [epa@int-comp.org](mailto:epa@int-comp.org), call us directly on +44 (0) 121 362 7503, or complete the form at [www.int-comp.org/epao](http://www.int-comp.org/epao) to request a same day call back from the EPA Team.



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ica\_compliance

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