

Highfield Level 3 End-point Assessment for Electrical, Electronic Product Service and Installation Engineer

Witness Testimony Guidance – Brown Goods

The following COVID-19 temporary discretion has been agreed until further notice.

The practical skills test may be replaced with four witness testimonies supported by a 1-hour question and answer session. The witness testimonies must be completed by an expert witness who is occupationally competent and operating at a level above the apprentice, for example, a line manager.

The witness testimonies provided must cover the assessment criteria that would normally be attempted during the four practical skills tests. Please refer to the EPA Kit for more details. There will be four witness testimonies which must be based on 'real life' activities witnessed over a two-week period and a submission date will be agreed with the scheduling team. If there are any concerns regarding the collection of witness testimonies over this period of time, please contact Highfield Assessment to discuss.

The witness testimonies must cover each of the four practical skills tests including, two fault diagnosis activities, one installation activity and one replacement of a faulty component. They must also be completed across a range of categories, for example:

- TV
- Laptop
- Phone
- Tower PC
- Tablet

The witness testimony provided must be completed by a witness who is occupationally competent and operating at a level above the apprentice, for example, a line manager. It cannot be completed by the training provider. It must also cover all the pass criteria and show in detail how the learner has met each criterion in order to proceed to the question and answer session.

The evidence must be clearly mapped to the assessment criteria using the witness testimony record. Highfield has provided a template for your use; however, you can submit your own mapping evidence (including audio and video) provided it contains the same information including the declaration statement as provided on the template.

Witness testimonies must be submitted only in the following permitted formats.

<i>.docx</i>	<i>.xlsx</i>	<i>.pptx</i>
<i>.pdf</i>	<i>.jpg</i>	<i>.png</i>
<i>.mp3</i>	<i>.mp4</i>	<i>.m4a</i>

This must be uploaded to the apprentice's Dropbox folder by the date shown on the booking confirmation, which will be at least 5 days prior to the question and answer session.

Question and Answer Session

Apprentices will be given the opportunity to take part in a 1-hour question and answer session. This session will allow the end-point assessor to clarify any areas from the witness testimony and ask further questions where required. This will be scheduled to take place remotely using Microsoft Teams and will take place prior to the professional discussion.

Apprentices are permitted to bring their witness testimonies or other supporting documents to the question and answer session. As with all assessment activities, a valid form of photo identification must be shown to the assessor at the start of the question and answer session. Further guidance on how to use Microsoft Teams and the technical requirements will be provided with each booking confirmation.