



# End-point assessment plan for Advanced Golf Greenkeeper apprenticeship standard

Apprenticeship standard reference number	Level of this end point assessment (EPA)	Integrated
ST0207	3	No

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## Introduction and overview

This document sets out the requirements for the End-point Assessment (EPA) for the Advanced Golf Greenkeeper apprenticeship standard. It is written for End-point Assessment Organisations (EPAOs) who need to know how the EPA for this apprenticeship must operate. It will also be of interest to Advanced Golf Greenkeeper apprentices, their Employers and Training Providers.

Full time apprentices will typically spend 24 months on-programme (before the gateway) working towards the occupational standard, with a minimum of 20% off-the-job training. All apprentices will spend a minimum of 12 months on-programme.

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

Apprentices must have achieved English and mathematics at level 2 prior to taking their EPA. 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 must be completed within an EPA period lasting typically 3 months, beginning when the Apprentice has passed the EPA gateway.

The EPA consists of 3 discrete assessment methods.

### **Assessment method 1:** Written examination

Fail  
Pass  
Distinction

### **Assessment method 2:** Professional discussion carried out during a course walk underpinned by a portfolio of evidence

Fail  
Pass  
Distinction

### **Assessment method 3:** Practical observations

Fail  
Pass  
Distinction

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

Fail  
Pass  
Merit  
Distinction

A Merit grade is only awarded at the overall grade stage.

To achieve a Merit grade, the Apprentice must gain a Distinction grade in the Professional discussion and at least a pass in the other two methods. To achieve a Distinction grade overall, they need to gain Distinction grades in all three assessment methods.

## EPA summary table

<b>On-programme</b> (typically 24 months)	Training to develop the knowledge, skills and behaviours of the occupational standard.
<b>End-point Assessment Gateway</b>	<ul style="list-style-type: none"> <li>• Employer is satisfied the Apprentice is consistently working at, or above, the level of the occupational standard.</li> <li>• English and mathematics Level 2 achieved. 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.</li> <li>• Level 2 Award in Safe Use of Pesticides (PA1) along with either PA2 (Boom Sprayer) OR PA6 (Hand Held Applicators) or equivalent</li> </ul> <p>Apprentices must have completed:</p> <ul style="list-style-type: none"> <li>• A portfolio of evidence that covers the knowledge, skills and behaviours mapped to the Professional discussion, evidencing work in all seasons of the year, submitted at the Gateway to the EPAO</li> </ul>
<b>End-point Assessment</b> (typically 3 months)	<b>Assessment method 1: Written examination</b>  With the following grades: <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul>

	<p><b>Assessment method 2: Professional discussion</b> carried out during a golf course walk underpinned by a portfolio of evidence</p> <p>With the following grades:</p> <ul style="list-style-type: none"> <li>· Fail</li> <li>· Pass</li> <li>· Distinction</li> </ul> <p><b>Assessment method 3: Practical observations</b></p> <p>With the following grades:</p> <ul style="list-style-type: none"> <li>· Fail</li> <li>· Pass</li> <li>· Distinction</li> </ul> <p>Overall EPA</p> <p>With the following grades:</p> <ul style="list-style-type: none"> <li>· Fail</li> <li>· Pass</li> <li>· Merit</li> <li>· Distinction</li> </ul>
<b>Professional recognition</b>	<p>Aligns with recognition by:</p> <ul style="list-style-type: none"> <li>• British &amp; International Golf Greenkeepers Association (BIGGA)</li> </ul>

## Length of end-point assessment period:

The EPA will be completed within an EPA period lasting typically 3 months, beginning when the Apprentice has passed the EPA gateway.

Any supporting material which underpins an EPA assessment method should be submitted at the Gateway.

## Order of assessment methods

The Written examination is taken first (within **one** month after the Gateway) to demonstrate the underpinning knowledge required before undertaking the Professional discussion-based course walk and Practical observations which are the costliest to administer and assess. The Apprentice must demonstrate sufficient knowledge of health and safety through successfully completing the written examination, before undertaking practical activities on the golf course.

The other two assessment methods, the Professional discussion carried out during a course walk underpinned by a portfolio of evidence and the Practical observations, should be carried out consecutively and must not be undertaken together as they are assessing different KSBs. Both will be undertaken on the same day at the Apprentice's own place of work. This is to allow for accessibility for the Apprentice to draw on examples of real work they have undertaken as well as affordability.

## Gateway

The EPA period should only start once the Employer is satisfied that the Apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence, completed the on-programme period of learning and the Gateway requirements have been met and can be evidenced to an EPAO. In making this decision, the Employer may take advice from the Apprentice's Training Provider(s), but the decision must ultimately be made solely by the Employer.

In addition to the Employer's confirmation that the Apprentice is working at or above the level in the occupational standard, the Apprentice must have completed the following Gateway requirements prior to beginning the EPA:

- Achieved English and mathematics at Level 2. Apprentices without Level 2 English and mathematics will be required to achieve this level prior to taking their End-point Assessment. For those with an education, health and care plan or a legacy statement the apprenticeship's English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for those for whom this is their primary language.
- Achieved the following approved qualifications as mandated in the Standard:

the Level 2 Award in Safe Use of Pesticides (PA1) along with either PA2 (Boom Sprayer) **OR** PA6 (Hand Held Applicators).

- Submitted a portfolio of evidence at Gateway to underpin the Professional discussion.

The structure of the portfolio of evidence shall cover the following 10 subject areas although the format of the portfolio needs to be agreed between the Employer, the Apprentice and the EPAO (e.g. hard copy or on-line).

1. Health and safety
2. Personal and professional development
3. Effective communication in the workplace
4. Supervise staff
5. Advanced golf course preparation and maintenance
6. Construction of golf course features
7. Supervise the use and maintenance of equipment and machines
8. Integrated pest control management
9. Environmental management
10. Finance and project management

The portfolio of evidence must contain at least one piece of evidence mapped clearly to each of the knowledge, skills and behaviours (KSBs) assigned to the Professional discussion. Each piece of evidence is expected to map to more than one KSB, resulting in typically 20 pieces of evidence to cover all KSBs assigned to the Professional discussion.

The portfolio of evidence should contain written accounts of all activities that have been completed and referenced against more than one of the knowledge, skills and behaviours mapped to this method.

Examples of work produced in relation to the KSBs, can include but not be limited to: reports; testimonies; project plans; maintenance plans; risk assessments; spray records; relevant photographic/video evidence; in-house training plans; CPD records and certificates; minutes of meetings; appraisals. All written accounts are to be validated by the apprentice's manager or their Employer. The Apprentice's manager/mentor will typically support the development of the portfolio in accordance with company policy and procedures.

Reflective accounts and self-assessments are not permitted as evidence.

The portfolio of evidence is used as a vehicle for the apprentice to bring to life their knowledge, skills and behaviours as required during questioning by the Independent Assessor but it is not assessed.

The portfolio will need to be in a format and size that allows it to be referenced by the apprentice throughout the course walk.

## Assessment methods

### Assessment Method 1: Written examination (This Method has 1 component.)

#### Overview

This assessment method will identify the Apprentice's depth and breadth of their knowledge and understanding of the KSBs assigned to this assessment method. It will allow for accurate assessment of the knowledge that is not likely to be evidenced in the professional discussion or practical observations.

The rationale for this assessment method is:

The written examination will enable the assessment of knowledge elements on key aspects such as health and safety, risk assessment, soil biology, control of weeds, pests and diseases and the importance of good customer service and working relations.

The written examination is reliable and affordable to deliver and mark and will be taken within one month of the gateway.

#### Written examination format

The written examination can be either:

- computer based
- paper based

It will consist of 14 open questions requiring short structured answers and long answers set by the EPAO and mapped to the knowledge in the table below.

The written examination will consist of 10 short answer questions and 4 long answer questions.

Question style	Topic Areas
Short answer	
10 questions to cover: K1 K5 K8 K9 K13 K15	<ul style="list-style-type: none"> <li>• Health and safety</li> <li>• Effective communication in the workplace</li> <li>• Integrated Pest Management</li> </ul>
Long answer	
4 questions to cover: K2 K3 K4 K7 K11 K14	<ul style="list-style-type: none"> <li>• Advanced golf course preparation and maintenance</li> <li>• Supervise the use and maintenance of equipment and machines</li> <li>• Environmental management</li> </ul>

## Examination administration

Apprentices must have 2 hours to complete the written examination.

The written examination is a closed book which means that the Apprentice cannot refer to reference books or materials. Apprentices must not have access to technical literature or external assistance on-line that may aid their performance in the written examination. The written examination can be taken at the apprentice's place of work to aid flexibility and affordability.

Apprentices must take the examination in a suitably controlled environment that is a quiet space, free of distractions and influence, in the presence of an invigilator. The invigilator may be the Independent Assessor or another external person employed by the EPAO or specialised (proctor) software, if the examination is computer based. The EPAO is required to have an invigilation policy that will set out how the examination is to be carried out. This will include specifying the most appropriate ratio of apprentices to invigilators, to best take into account the setting and security required in administering the examination. The maximum administrator/invigilator to apprentice ratio must be 1 to 15 if face-to-face; and 1 to 5 if remote.

If the written examination is invigilated remotely or is computer based, EPAO's must ensure appropriate methods are used to prevent misrepresentation, for example, not permitting screen share and 360-degree remote camera function with an invigilator, when taking the written examination on-line.

The EPAO is responsible for ensuring the security of the written examination they administer to ensure the examination remains valid and reliable (this includes any arrangements made using on-line tools). The EPAO must verify the suitability of the venue and the identity of the person taking the examination.

## Marking

Written examinations must be marked by Independent Assessors or markers employed by the EPAO following a marking guide produced by the EPAO.

Short answer questions which meet the grading criteria will be awarded a Pass only. A Distinction grade will only be awarded for long answer questions which meet the grading criteria.

Results should be made available within two weeks after the examination.

The written examination will result in a fail, pass or distinction, marked by the EPAO.

## Question and resources development

Questions must be written by EPAOs and must be relevant to the occupation. It is recommended that this be done in consultation with Employers to gain the necessary occupational expertise in this sector. EPAOs should also maintain the security and confidentiality of their questions when consulting Employers. EPAOs must develop 'question banks' of sufficient size to prevent predictability and review them regularly (at least once a year) to ensure they, and the questions they contain, are fit for purpose. The EPAO shall develop and moderate the written examination. Questions must be determined and standardised by EPAOs.



### Required supporting material

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

- An examination specification
- Sample examination and marking schemes
- Bank of questions
- Guidance documentation for Apprentices, Employers and Training Providers as to how the assessment method will be administered, including timescales
- Marking documentation
- Analysis reports which show areas of weakness for completed exams
- An invigilation policy.

## Assessment Method 2: Professional discussion carried out during a golf course walk underpinned by a portfolio of evidence (This assessment method has 1 component.)

### Overview

This assessment will take the form of a Professional discussion whilst walking around appropriate areas of the golf course. It 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. The Professional discussion will be carried out during the course walk and underpinned by the portfolio of evidence that was submitted at the Gateway. The EPAO will arrange for the Professional discussion to take place, in consultation with the Employer.

The rationale for this assessment method is:

It is the most appropriate method to assess the knowledge, skills and behaviours as shown in the mapping table below. It will enable the Independent Assessor to draw on examples of work and/or projects carried out by the Apprentice and it gives the Apprentice the opportunity to explain their role by using the course walk as a living portfolio.

### Venue

The Professional discussion including the course walk will take place at the Apprentice's place of work. This is to enable the Apprentice to provide visual and verbal references to showcase evidence that they have met the KSBs mapped to this method.

### Delivery

The Professional discussion, including the course walk will last 3 hours. Travel time between locations on the golf course will not count towards the total duration; the clock will be stopped. This length of time should allow for all relevant parts of the golf course to be visited. The Independent Assessor has the discretion to increase the discussion time by up to 10% to allow apprentices to complete their final answer. Further time may be granted for Apprentices with appropriate needs, in line with the EPAOs reasonable adjustment policy.

The independent assessor will have reviewed the portfolio to determine an outline of the areas of the course they need to visit to see specific work and/or projects for assessment. In the first 30 minutes of the assessment, the Independent Assessor and the Apprentice will discuss this outline, and agree a route through the course that will allow the Apprentice to demonstrate all of the KSBs mapped to this assessment method.

This allows the apprentice, who will have a better understanding of the layout of the course, to suggest a logical approach to visiting the required areas. The apprentice can also suggest any other areas which they think should be visited – however the assessor will have the final decision on the route taken, and the areas visited.

The Independent Assessor will then conduct and assess the Professional discussion whilst walking around the pre-selected areas of the golf course on a one-to-one basis with the Apprentice (it is not necessary to visit the whole golf course).

The Professional discussion will be underpinned by the portfolio of evidence that was submitted at the

Gateway. The portfolio can be in either hard copy or downloaded onto a digital device. Walking the course will give the Apprentice an opportunity to showcase the work they have completed during the programme and allow for the Independent Assessor to see at first hand the impact of changes made to the course as a result of decisions made, the background to which will be shown in the portfolio.

The Apprentice should refer to the portfolio throughout the Professional discussion and course walk, to provide evidence, for example of drawings, plans or photographs of work that the apprentice has undertaken. The Professional discussion will enable the Independent Assessor to confirm the Apprentice has met the KSBs mapped to the method.

The course walk will provide a visual aid for the Independent Assessor to conduct the Professional discussion, referring also to the Apprentice's portfolio of evidence to provide the background to the current state of the golf course seen in the course walk. The Apprentice's portfolio of evidence and course walk should be used to underpin the Professional discussion. The portfolio is **not** used to assess the Apprentice's knowledge, skills and behaviours as shown in the mapping table below. (**The portfolio of evidence is not assessed**).

The Professional discussion will be a structured discussion between the Apprentice and Independent Assessor. It will involve questions that will allow the Apprentice to evidence meeting the KSBs assigned to this assessment method. The Independent Assessor must combine a minimum of 20 competency-based questions from the EPAO's question bank along with follow-up questions of their own which will arise naturally from the Professional discussion with the Apprentice. The follow-up questions are allowed, to seek clarification, and the Apprentice can refer to their portfolio of evidence for specific details on the golf course, and to the golf course itself, on the course walk, to enable the illustration of answers. This will be inclusive of the time allocated to this assessment method.

The Independent Assessor will make all grading decisions. The Independent Assessor must use the assessment tools and procedures that are set by the EPAO to record and holistically assess the Professional discussion with course walk underpinned by a portfolio.

The Professional discussion and course walk should be audio recorded in order to aid marking. The audio recording should ensure that assessment is feasible, enabling the Independent Assessor to view the portfolio, carry out the course walk and record the assessment effectively.

### Required supporting material

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

- Outline of the assessment method's requirements
- An assessment specification
- Assessment schemes
- Bank of questions
- Guidance documentation for Apprentices, Employers and Training Providers as to how the assessment method will be administered, including timescales
- Assessment documentation

### Other relevant information

EPAOs will produce specifications to outline in detail the following:

- How the Professional discussion will operate
- What will and can be covered during the discussion

- What equipment will be needed

It is recommended that this is done in consultation with representative employers to gain necessary occupational knowledge in this sector.

EPAOs must develop a structured specification and competency-based questions to assess related underpinning knowledge, skills and behaviours. They must develop 'question banks' of sufficient size to prevent predictability and review them regularly (at least once a year) to ensure they, and the questions they contain are current and fit for purpose. The Independent Assessor can use a combination of the 20 competency-based questions from the EPAO's question bank and their own follow-up questions which have arisen naturally from the discussion. The Independent Assessor must ensure the Apprentice is treated fairly and consistently with others and that the objectives of this assessment method are met.

The specifications, including questions relating to the underpinning knowledge, skills and behaviours, must be varied yet allow the assessment of the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

Independent Assessors must be developed and trained by the EPAO in the conduct of Professional discussion and course walk and reaching consistent judgement.

The assessment will be marked by an Independent Assessor appointed by an EPAO following a marking guide produced by the EPAO.

## Assessment Method 3: Practical observations – Evaluation of playing surfaces (This Method has 1 component.)

### Overview

Apprentices must be observed by an Independent Assessor completing **three** practical observations in the apprentice's normal workplace, which will demonstrate the KSBs assigned to this assessment method. The EPAO will arrange for the observations to take place, in consultation with the Employer.

The Independent Assessor will consult with the Employer prior to the EPA day, to ensure the availability of equipment.

The rationale for this assessment method is:

The presentation and playability of the golf course is key to providing customer service and satisfaction. Assessing the current standard of the playing surface and subsequently manipulating the surface is a key element of this role. This is the most suitable practical method of assessment for the Apprentice to demonstrate their knowledge, skills and behaviours and their ability to interpret the data relating to the performance of the playing surfaces at this level.

### Venue

The practical observations will take place at the Apprentice's place of work. This is to put the Apprentice at ease and allow them to utilise tools and equipment they are familiar with.

### Delivery

The Independent Assessor will conduct and assess the practical observations on a one-to-one basis with the Apprentice.

The practical observations will take 2 hours. The Independent Assessor has the discretion to increase the practical observation time by up to 10%. Further time may be granted for Apprentices with appropriate needs, for example where signing services are required.

The practical observations will assess their ability to carry out data collection using information technology, analyse results and be able to interpret and make recommendations based on their findings.

On the EPA day, the Independent Assessor will choose **three** practical observations, from the following six, for the Apprentice to complete. Any three may be chosen, as each of the six observations are comparable in terms of data collected, decisions made and re-evaluation of the surface:

- Measure the green speed with a Stimpmeter before and after mowing and/or rolling
- Take a soil sample and evaluate the soil profile
- Measure the moisture levels using a moisture meter before and after irrigation
- Measure the firmness of the playing surface before and after mowing or rolling
- Measure the trueness of the playing surface before and after mowing or rolling
- Measure the height and quality of cut after mowing

\*the mowing and/or rolling is not part of the assessment and does not need to be carried out by the Apprentice.

The practical observation activities can be carried out in any order. Each practical observation will typically take 30 minutes plus 10 minutes to allow for equipment set up. Questions can be asked during each of the tasks.

The Independent Assessor will use a combination of competency-based questions per observation, from the question bank set by the EPAO and their own follow-up questions which have arisen naturally from the practical observations.

The specifications, including questions relating to the underpinning knowledge, skills and behaviours, must be varied yet allow the assessment of the relevant KSBs.

During the practical observations, the Independent Assessor may ask follow-up questions where clarification is required, or to confirm the Apprentice's skill and understanding of the tasks completed. KSBs that did not naturally occur during the observation can also be covered by further questioning after the observation. This will be inclusive of the time allocated to this assessment method.

### Required supporting material

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

- Outline of the assessment method's requirements
- An assessment specification
- Assessment guidance
- Bank of questions
- Guidance documentation for Apprentices, Employers and Training Providers as to how the assessment method will be administered including timescales
- Assessment documentation

### Other relevant information

EPAOs will produce specifications to outline in detail the following:

- How the practical observations will operate
- What will and can be covered during the observations
- What equipment will be needed

It is recommended that this is done in consultation with representative Employers to gain necessary occupational knowledge in this sector.

EPAOs must develop a structured specification and competency-based questions to assess related underpinning knowledge, skills and behaviours. They must develop 'question banks' of sufficient size to prevent predictability and review them regularly (at least once a year) to ensure they, and the questions they contain are current and fit for purpose. The specifications, including questions relating to the underpinning knowledge, skills and behaviours, must be varied yet allow assessment of the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes. Independent Assessors must be developed and trained by the EPAO in the conduct of practical observations and reaching consistent judgement.

EPAOs will provide a standard template upon which to record the assessment outcome. The assessment will be marked by an Independent Assessor appointed by an EPAO following a marking guide produced by the EPAO.

## Reasonable adjustments

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

## Grading descriptors

### Assessment method 1: Written examination

All pass criteria must be met in order for the apprentice to achieve a pass. In order to achieve a distinction, all distinction criteria will need to be achieved.

Subject Areas	KSBs	Fail	Pass	Distinction
<b>Health and Safety</b>	<b>K1</b>	Does not meet the pass criteria	State the primary health and safety and environmental legislation and regulations which ensure a safe working environment	
<b>Effective communication in the workplace</b>	<b>K5 K8 K9 K15</b>	Does not meet the pass criteria	<p>State how they select and apply an appropriate form of communication for a given situation, including the factors they consider when evaluating the best communication solution for a given circumstance.</p> <p>State how to approach the preparation and hosting of team meetings, and the key fundamental of effective presentations.</p> <p>Explain how they promote the importance of good customer service within the greenkeeping team</p>	

<b>Integrated pest control management</b>	<b>K13</b>	Does not meet the pass criteria	State the component parts of an Integrated Pest Management strategy which ensures timely and effective treatment and identification of weeds, pest, diseases and disorders and importance of recording keeping	
<b>Advanced golf course preparation and maintenance</b>	<b>K2 K3 K7</b>	Does not meet the pass criteria	Describe advanced golf course preparation and maintenance techniques.  Explain how good practices are used to inform annual plans and how this ensures the production of sustainable playing surfaces which are in accordance with the needs of the golfer and the requirements of the game	Justify how recommended advanced golf course preparation and maintenance improvements have been implemented and how this has been used to:  i. inform best practice  and  ii. enhance sustainable playing surfaces
<b>Supervise the use and maintenance of equipment and machines</b>	<b>K4 K14</b>	Does not meet the pass criteria	Illustrate how to plan, implement and supervise an equipment/machinery irrigation/drainage maintenance programme and how this impacts on turf maintenance	Describe how the recommended/implemented improvements to the equipment/machinery/irrigation/drainage maintenance regimes have or could have positively impacted on the planning and implementation of a machinery/equipment management programme
<b>Environmental management</b>	<b>K11</b>	Does not meet the pass criteria	Explain the environmental management of a golf course and the necessary balance between the needs of the golfer and ensuring soil and plant health remain sustainable	Describe how improvements to their own workplace systems have had, or could have a positive impact on environmental management practices on the golf course



## Assessment method 2: Professional discussion carried out during a golf course walk underpinned by a portfolio of evidence

All pass criteria must be met in order for the apprentice to achieve a pass. In order to achieve a distinction, all distinction criteria will need to be achieved.

Subject Areas	KSBs	Fail	Pass	Distinction
<b>Health and safety</b>	<b>S13</b> <b>S14</b>  <b>B5</b>	Does not meet the pass criteria	<p>Provides evidence that demonstrates they can work safely and report safety issues on the golf course</p> <p>Explains how to carry out risk assessments for the following areas;</p> <ul style="list-style-type: none"> <li>● Manual</li> <li>● Mechanical</li> <li>● Facilities/estates</li> <li>● Product use</li> </ul> <p>Describes evidence of recording and communicating health and safety information clearly and effectively using technology to ensure the safety of staff and members</p>	<p>Explains how they have carried out and reviewed risk assessments which show changes have had to be made due to changing circumstances on the golf course</p> <p>Analyses how the health and safety policies they have implemented have had a positive effect in the workplace</p>

<b>Personal and professional development</b>	<b>K12</b>  <b>S20</b>  <b>B1</b> <b>B2</b> <b>B4</b>	Does not meet the pass criteria	<p>Describes how they have taken responsibility for their own personal and professional development</p> <p>Describes how they were able to meet targets through good time management whilst ensuring attention to detail was maintained through a positive attitude even when priorities changed</p> <p>Describes how they have identified further personal training needs</p> <p>Explains how they have updated and recorded their own progression</p>	<p>Describes how they have taken a lead and used their own initiative to develop training/mentoring programmes for themselves and staff</p> <p>Explains why they have undertaken CPD, its importance and the benefits it will have for them and their employer</p>
<b>Effective communication in the workplace</b>	<b>S1</b> <b>S16</b> <b>S19</b>  <b>B6</b> <b>B8</b> <b>B9</b>	Does not meet the pass criteria	<p>Describes how they communicate clearly and effectively, to managers, staff and golfers on the condition of the golf course by using formal and informal methods</p> <p>Describes how they respond to instructions and requests in a courteous and professional manner, delivering good customer service</p> <p>Explains their knowledge and use of IT to successfully communicate plans and record data</p>	Provides evidence that they have led and used their own initiative to ensure communication methods are used effectively and can demonstrate how this has improved workplace relations

<b>Supervise staff</b>	<b>K10</b> <b>S2</b> <b>S17</b> <b>S18</b> <b>B3</b>	Does not meet the pass criteria	<p>Demonstrates ways in which the supervision of staff ensures and fosters good working relationships and engenders teamwork across all aspects of day-to-day management of the golf course</p> <p>Provides evidence of how they have supervised and briefed staff in all aspects of work which ensures the golf course and associated facilities are safe and ready for play in accordance with the Rules of Golf</p> <p>Explains how they have taken an active role in training and mentoring the greenkeeping team</p> <p>Demonstrates how they have taken the lead in holding meetings with the team</p>	Describes how they supervise teams to adapt to changes in plans and/or circumstances
<b>Advanced golf course preparation and maintenance</b>	<b>K7</b> <b>S3</b> <b>S9</b>	Does not meet the pass criteria	Explains how maintenance is carried out by allocating work and resources appropriately, which prepares the surfaces for play, in accordance with the Rules of Golf, maintenance plans and/or course policy document	Describes how they lead and use their own initiative to contribute and add value to the golf course, through implemented/suggested practices in accordance with the Rules of Golf, maintenance plans and/or course policy document
<b>Construction of golf course features</b>	<b>S6</b> <b>S7</b>	Does not meet the pass criteria	Explains how they were involved in the planning and implementation of projects/renovation works from inception, resource allocation, specifications, implementation and completion and the management tools used	Critically evaluates how they have ensured projects/renovation were effective and led to the completion of the works in a timely way and within budget

<b>Supervise the use and maintenance of equipment and machines</b>	<b>S10 S11</b>	Does not meet the pass criteria	Describes how they can follow procedures and how they effectively supervise staff in the preparation, use and maintenance of equipment, machinery, irrigation and drainage systems, with an awareness of both safety and environmental implications	Describes how they have led and developed procedures for the preparation, use and maintenance of equipment, machinery, irrigation and drainage systems
<b>Integrated pest control management</b>	<b>S12</b>	Does not meet the pass criteria	Discusses how they have identified and been able to implement strategies for the control of weeds, pests and diseases on the golf course, whilst working in accordance with current legislation and environmental practices to ensure the safety of staff and golfers	Identifies how they have taken the lead and used their own initiative to improve current Integrated Pest Control Management strategies through their development and the application of good practice
<b>Environmental management</b>	<b>K11 S5</b>	Does not meet the pass criteria	<p>Demonstrates how they have undertaken environmental projects to promote the diversity on site, in a safe and effective manner and in accordance with management plans, and the constraints of the game of golf</p> <p>Describes good environmental working practices and how they have used them on the golf course to promote, benefit and protect the environment</p>	<p>Discusses and contextualise in the wider scope of the community, the importance of the organisation's environmental management strategy when planning the maintenance and any other works carried out on the golf course</p> <p>Describes how they have taken the lead in making positive suggestions clearly and effectively for improvements to the golf course plans which ensures the protection of the environment</p>

<b>Finance and project management</b>	<b>S7 S8 S15</b>	Does not meet the pass criteria	Provides evidence that the preparation and maintenance of the golf course and projects follow a set programme that has both policy and financial implications  Demonstrates their supervision skills that enable resources to be used effectively  Provides evidence of accurate estimates for resource requirements maintenance and project works on the golf course	Demonstrates how they have taken the lead in resource and financial management and how it has made a positive impact on the preparation and maintenance of the golf course and/or projects  Demonstrates they have made recommendations for improvements to financial/budget plans which meet the needs of the business
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## Assessment method 3: Practical observation – Evaluation of playing surfaces

All pass criteria must be met in order for the apprentice to achieve a pass. In order to achieve a distinction, all distinction criteria will need to be achieved. All grading descriptors are relevant to each observation.

KSBs	Fail	Pass	Distinction
<b>K2</b> <b>K5</b> <b>K6</b>  <b>S1</b> <b>S4</b> <b>S9</b> <b>S16</b> <b>S19</b>  <b>B3</b> <b>B5</b> <b>B6</b> <b>B7</b>	Does not meet the pass criteria	<p>Communicates the main aspects of soil and plant biology which will promote an optimum sustainable playing surface</p> <p>Demonstrates the correct use of the tools/equipment, to obtain meaningful data</p> <p>Records and interprets the results of each task individually using appropriate IT/software</p> <p>Communicates why the measurement is carried out and what the results mean for the playing surface at that particular point in time and can explain the impact this will have on the ongoing management of the turf and soil</p> <p>Undertakes tasks safely and show awareness of personal safety and that of others</p>	<p>Provides recommendations of how maintenance practices can be altered to improve the surfaces and discuss their impact on the management of the surfaces for the long term</p> <p>Discusses the merits and limitations of each of the measurement methods of each task and compare this to the range of equipment available which could carry out similar tests and the limitations of this equipment</p>

### Practical observation grading criteria

Fail any Practical observation and the overall grade is Fail.

All three practical observations need to be passed in order to achieve a Pass for this method.

Apprentices need to achieve a Distinction in a minimum of two practical observations in order to achieve a Distinction for this method.

## Overall EPA grading

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

Grades from individual assessment methods should be combined in the following way, as laid out in the table, to determine the grade of the EPA as a whole.

Please note: Merit grades are only awarded at the overall grade stage. To achieve a Merit grade, the apprentice must gain a Distinction grade for the Professional discussion and a pass and distinction or two passes in the other two assessment methods.

As the Professional discussion covers more KSBs this assessment method is weighted more heavily which is reflected in the grading table below.

Assessment method 1 Written examination	Assessment method 2 Professional discussion	Assessment method 3 Practical observation	Overall grading
Fail any one assessment method			Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Pass	Pass
Distinction	Pass	Distinction	Pass
Pass	Distinction	Pass	Merit
Pass	Distinction	Distinction	Merit
Distinction	Distinction	Pass	Merit
Distinction	Distinction	Distinction	Distinction

## Re-sits and re-takes

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

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The Apprentice's Employer will need to agree that either a re-sit or re-take is an appropriate course of action.

Re-sits should be taken within two months of the fail notification and re-takes should be completed within four months of the fail notification, otherwise the entire EPA must be taken again.

If they fail any single re-sit or re-take, the entire EPA must be taken again, unless in the opinion of the EPAO, exceptional circumstances apply outside the control of the Apprentice or their Employer.

Apprentices who re-sit/re-take the Written examination, must sit a different written paper.

Apprentices who fail the Professional discussion and course walk and/or the Evaluation of playing surfaces can re-sit/re-take at a later date.

Re-sits and re-takes are not offered to Apprentices wishing to move from pass to merit/distinction or merit to distinction.

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



## Roles and responsibilities

Role	Responsibility
Apprentice	<ul style="list-style-type: none"> <li>• participate in development opportunities to improve their knowledge skills and behaviours as outlined in the standard</li> <li>• meet all gateway requirements when advised by the Employer</li> <li>• understand the purpose and importance of EPA and undertake EPA</li> </ul>
Employer	<ul style="list-style-type: none"> <li>• support the Apprentice to achieve the KSBs outlined in the standard to their best ability</li> <li>• determine when the Apprentice is working at or above the level outlined in the standard and is ready for EPA</li> <li>• select the EPAO</li> <li>• confirm all EPA gateway requirements have been met</li> <li>• confirm arrangements with EPAO for the EPA (who, when, where) in a timely manner</li> <li>• ensure Apprentice is well prepared for the EPA</li> </ul>
EPAO	<p>As a minimum EPAOs should:</p> <ul style="list-style-type: none"> <li>• understand the occupational role</li> <li>• appoint administrators/invigilators and markers to administer/invigilate and mark the EPA</li> <li>• provide training and CPD to the Independent Assessors they employ to undertake the EPA</li> <li>• provide adequate information, advice and guidance documentation to enable Apprentices, Employers and providers to prepare for the EPA</li> </ul>

	<ul style="list-style-type: none"> <li>• deliver the end-point assessment outlined in this EPA plan in a timely manner</li> <li>• prepare and provide all required material and resources required for delivery of the EPA in-line with best practices</li> <li>• use appropriate assessment recording documentation to ensure a clear and auditable mechanism for providing assessment decision feedback to the Apprentice</li> <li>• have no direct connection with the Apprentice, their Employer or Training Provider i.e. there must be no conflict of interest</li> <li>• maintain robust internal quality assurance (IQA) procedures and processes, and conducts these on a regular basis</li> <li>• conform to the requirements of the nominated external quality assurance body</li> <li>• organise standardisation events and activities in accordance with this plan's IQA section</li> <li>• organise and conduct moderation of Independent Assessors' marking in accordance with this plan</li> <li>• have, and operate, an appeals process</li> <li>• arrange for certification with the relevant Training Provider</li> </ul>
Independent Assessor	<p>As a minimum an Independent Assessor should:</p> <ul style="list-style-type: none"> <li>• understand the standard and assessment plan</li> <li>• deliver the end-point assessment in-line with the EPA plan</li> <li>• comply to the IQA requirements of the EPAO</li> <li>• be independent of the Apprentice, their Employer and Training Provider(s) i.e. there must be no conflict of interest</li> <li>• satisfy the criteria outlined in this EPA plan</li> <li>• hold or be working towards an Independent Assessor qualification e.g. A1 and have had training from their EPAO in terms of good assessment practice, operating the assessment tools and grading</li> <li>• have the capability to assess the Apprentice at this level</li> <li>• attend the required number of EPAOs standardisation and training events per year (as defined in the IQA section)</li> </ul>
Training provider	<p>As a minimum the Training Provider should:</p> <ul style="list-style-type: none"> <li>• work with the Employer to ensure that the Apprentice is given the opportunities to develop the KSBs outlined in the standard and monitor their progress during the on-programme period</li> </ul>

	<ul style="list-style-type: none"> <li>• advise the Employer, upon request, on the Apprentice's readiness for EPA prior to the gateway</li> <li>• liaise with the Employer and EPAS regarding uploading evidence to the EPAO portal</li> <li>• arrange EPA dates</li> <li>• submit the portfolio of evidence and any supplementary documentation to the EPAO on behalf of the Employer</li> <li>• arrange re-sits/re-takes, if necessary</li> <li>• plays no part in the EPA itself</li> </ul>
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## Internal Quality Assurance (IQA)

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

- appoint Independent Assessors who have knowledge of the following occupational areas:
  - current occupational competence in golf greenkeeping (hold the position of Course Manager/Head Greenkeeper) or
  - previous recent occupational experience in the role (qualified to a minimum of Level 3)
- appoint Independent Assessors who are competent to deliver the end-point assessment and who meet the following minimum requirements:
  - proven competence in assessment (hold or working towards an assessor qualification)
- provide training for Independent Assessors in terms of good assessment practice, operating the assessment tools and grading
- have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time.
- operate induction training and standardisation events for Independent Assessors when they begin working for the EPAO on this standard and before they deliver an updated assessment method for the first time and at least annually
- ensure Independent Assessors attend standardisation events on an ongoing basis and at least once per year
- operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, within the current quality assurance guidelines

## Affordability

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

- using the Employer's premises and equipment
- online assessment

## Professional body recognition

This apprenticeship is designed to prepare successful apprentices to meet the requirements for registration as an Advanced Golf Greenkeeper with British & International Golf Greenkeepers Association (BIGGA).

# Mapping of knowledge, skills and behaviours (KSBs)

## Assessment method 1: Written examination

Knowledge
<b>K1</b> An understanding of key health, safety and environmental legislation and regulations to ensure a safe working environment for self, team and others, on the golf course and in the maintenance facility.
<b>K2</b> Common aspects of soil and plant biology to promote best practices to produce sustainable playing surfaces.
<b>K3</b> How to plan and implement maintenance, improvement and renovation programmes for the golf course making the optimum use of human and physical resources available.
<b>K4</b> How to install, service, operate and maintain an irrigation and drainage system.
<b>K5</b> How to operate software systems to ensure effective communication and record keeping.
<b>K7</b> Be aware of the importance of the Rules of Golf, golf course etiquette and how they impact on the playing of the game of golf.
<b>K8</b> How to promote the importance of customer service to the greenkeeping team.
<b>K9</b> Identify the appropriate form of communication (written, verbal, electronic) and evaluate the best solution for different circumstances.
<b>K11</b> Understand all environmental and ecological best practice to maintain a sustainable golf course.
<b>K13</b> Identify weeds, pests, diseases and disorders and the most effective treatment method and the importance of record keeping.
<b>K14</b> How to plan and implement machinery maintenance programmes and its impact on turf maintenance.
<b>K15</b> How to prepare and host team meetings and the key fundamentals of effective presentations.

## Assessment method 2: Professional discussion carried out during a golf course walk underpinned by a portfolio of evidence

Knowledge
<b>K7</b> Be aware of the importance of the Rules of Golf, golf course etiquette and how they impact on the playing of the game of golf.
<b>K10</b> The importance of good working relationships, needs of others and equality and diversity of others at the golf facility.
<b>K11</b> Understand all environmental and ecological best practice to maintain a sustainable golf course.
<b>K12</b> The importance of personal and professional development.

Skills
<b>S1</b> Report on the condition of the golf course to the Golf Course Manager and Employer.
<b>S2</b> Allocate work and supervise the greenkeeping team in accordance with agreed maintenance plans.
<b>S3</b> Supervise the preparation of the golf course in accordance with the Rules of Golf.
<b>S5</b> Promote good environmental practice on the golf course.
<b>S6</b> Evaluate, plan and prepare and set out sites for renovation on the golf course and the clubhouse surrounds.
<b>S7</b> Supervise, plan maintenance, construction, repair and renovation projects on the golf course and clubhouse surrounds.
<b>S8</b> Estimate resource requirements and programme turf maintenance work on the golf course, in accordance with the course policy document.
<b>S9</b> Prepare, establish and maintain golf course playing surfaces.
<b>S10</b> Supervise and carry out the preparation, maintenance and storage of machines for use.
<b>S11</b> Supervise and undertake the operation, maintenance and servicing of irrigation and drainage systems.
<b>S12</b> Plan and supervise the control of weeds, pests and diseases on the golf course.
<b>S13</b> Promote, monitor and maintain health, safety and security of self, team, others on the golf course and within the maintenance facility.
<b>S14</b> Carry out risk assessments on the golf course and maintenance facility.
<b>S15</b> Contribute to the development and implementation of the maintenance budgets.
<b>S16</b> Communicate information to greenkeepers, management and golfers, utilising formal and informal methods.
<b>S17</b> Supervise meetings and brief of the greenkeeping team.
<b>S18</b> Assist with the training and mentoring of the greenkeeping team.

<b>S19</b> Use information technology to assist with effective communication and record keeping.
<b>S20</b> Manage their own Continuing Professional Development.

Behaviours
<b>B1</b> Ensure a strong work ethic including pride in work, attention to detail, integrity and good time management.
<b>B2</b> Have a flexible, positive attitude to work.
<b>B3</b> Ability to work as a lone worker and as a member of a team.
<b>B4</b> A willingness to learn and contribute to their own continuing professional development.
<b>B5</b> Ensure a safety mindset for self, colleagues and golfers.
<b>B6</b> A clear and effective communicator who can use a variety of communication methods to give/receive information accurately and in a timely and positive manner.
<b>B8</b> Represent the golf club in a professional manner at all times.
<b>B9</b> Recognise and deliver good customer service.

### Assessment method 3: Practical observations – Evaluation of playing surfaces

Knowledge
<b>K2</b> Common aspects of soil and plant biology to promote best practices to produce sustainable playing surfaces.
<b>K5</b> How to operate software systems to ensure effective communication and record keeping.
<b>K6</b> The importance of data collection and interpretation to ensure sustainable quality playing surfaces.

Skills
<b>S1</b> Report on the condition of the golf course to the Golf Course Manager and Employer.
<b>S4</b> Survey, collect, record and interpret data on the golf course including soil and water analysis.
<b>S9</b> Prepare, establish and maintain golf course playing surfaces.
<b>S16</b> Communicate information to greenkeepers, management and golfers, utilising formal and informal methods.
<b>S19</b> Use information technology to assist with effective communication and record keeping.

Behaviours
<b>B3</b> Ability to work as a lone worker and as a member of a team.
<b>B5</b> Ensure a safety mindset for self, colleagues and golfers.
<b>B6</b> A clear and effective communicator who can use a variety of communication methods to give/receive information accurately and in a timely and positive manner.
<b>B7</b> Problem solving and effective decision-making.