



Online End Point Assessment Apprentice Guidance

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Introduction

ICE's online End Point Assessments (EPA) are conducted through Microsoft Teams (MS Teams). This guidance document provides details of what equipment is required, how to access and use MS Teams, and outlines the EPA processes on the day.

Equipment/Connection

To attend an online EPA, you will need to have the following equipment:

- Laptop/Desktop Computer
- Headset/Microphone/Speaker
- Webcam
- Internet connection

MS Teams

If you do not have Teams installed, we recommend you download and test it before your EPA.

To download MS Teams, go to “teams.microsoft.com” and sign into your Microsoft account. You can create an account for free if you do not already have one. Once you are signed into your Microsoft account, select “Get the App” to download and install the app on your Windows, macOS, iOS, Android, or Linux device.

If you already have a Teams account through work, you may have to log out of the account and join as a Guest.

To log out:

- Open your Teams application
- Click on your name/image in the top right-hand corner
- Click 'Sign out'

Please note that due to some organisational settings it may not be possible to remain signed out of your account. If you have to join the meeting with your organisational account, please make the assessors aware that there may be restrictions in place.

Online meeting request

You will receive a formal meeting request from an ICE staff member in advance of your EPA. Your meeting request will contain two Microsoft Teams links: one for your interview and one for your written examination (if applicable).

Please make sure to accept the meeting request when you receive it.

If you have not received your meeting request at least 5 working days before your EPA is due to take place, please contact the EPA team at epa@ice.org.uk.

Please note that the recording of the EPA on any device is prohibited.

Using MS Teams

This section provides advice on the practicalities of using MS Teams for the online EPA.

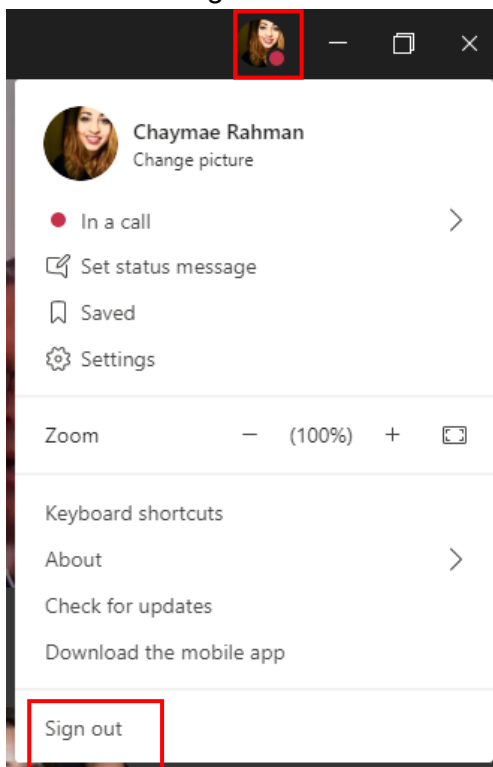
Receiving and joining the EPA online meeting request

You will receive a meeting request via email from an ICE staff member. Your meeting request will contain a link which you click ten minutes before your scheduled online EPA start time.

If you already have a Teams account through work, please log out of the account and join as a Guest.

To log out:

- Open your Teams application
- Click your name/image in the top right-hand corner
- Click 'Sign out'



Please note: due to organisational settings it may not be possible to remain signed out of your account. If you join the meeting with your organisational account, please make the assessors aware that there may be restrictions in place i.e. if they request control of your screen.

- To join the meeting, click on the link within the email titled 'Join Microsoft Teams Meeting'

Join Microsoft Teams Meeting

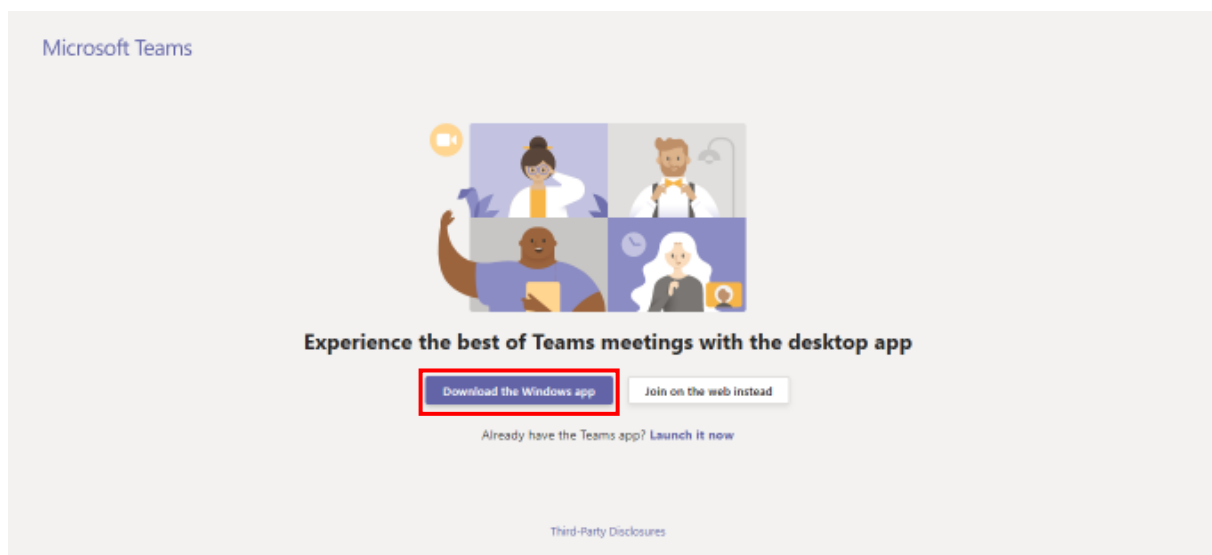
+44 20 3855 5143 United Kingdom, London (Toll)

Conference ID: 471 202 638#

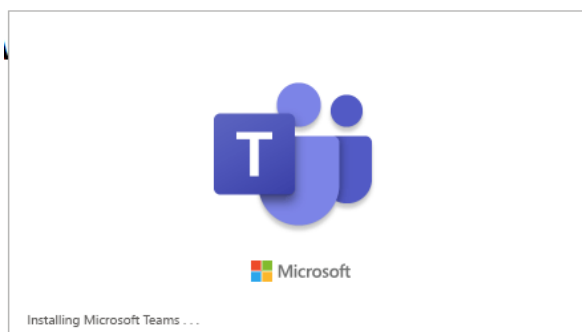
[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

If you do not have Teams

- Once you have clicked on the link, a webpage will open with the following options:

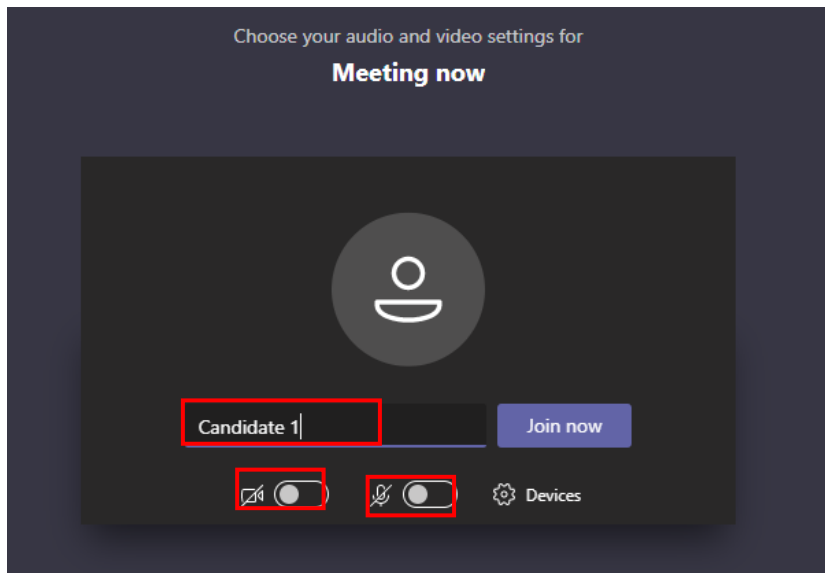


- Select download the Windows/Mac app and follow the instructions to install the application, after which the following screen will appear:

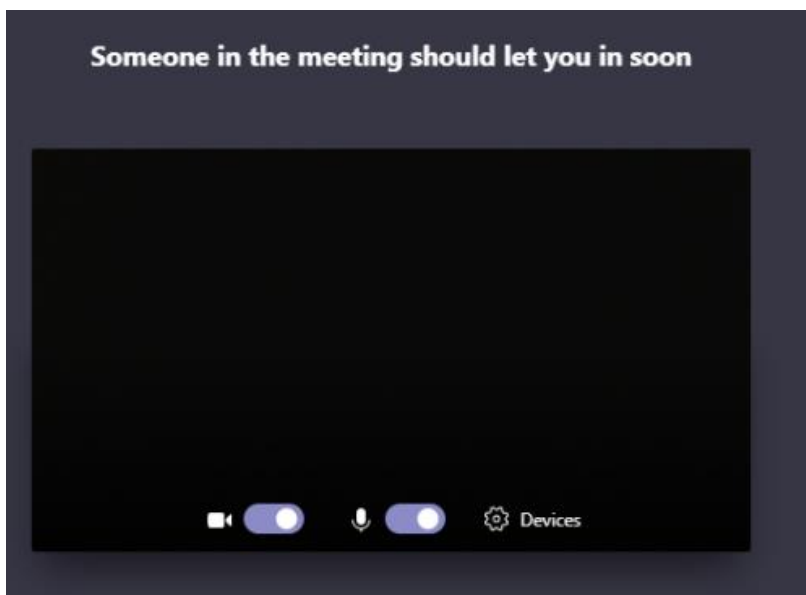


- Once downloaded, you will automatically join the meeting. If you do not, please click the meeting link again

- Before you join, please enter your full name, and click on the toggles highlighted below to turn your microphone and camera on:



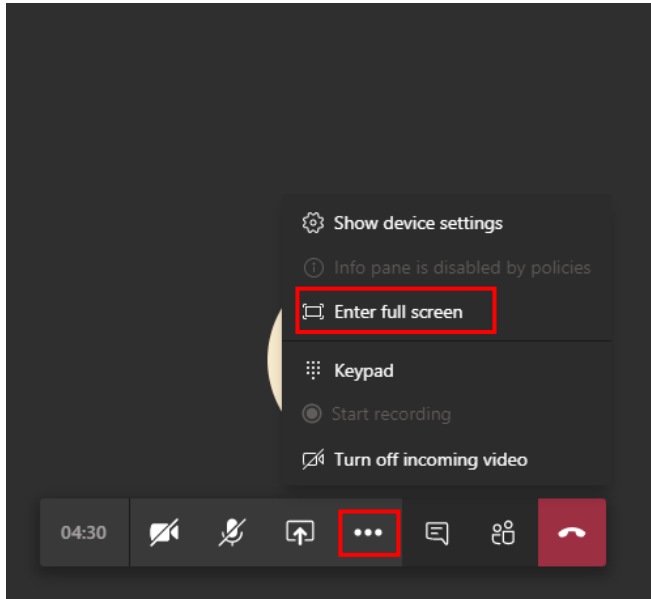
- You will then be admitted into a lobby where, when ready, you will be accepted into your EPA



Entering full screen

Once you have entered your EPA, we recommend that you use the full screen view to maximise the window.

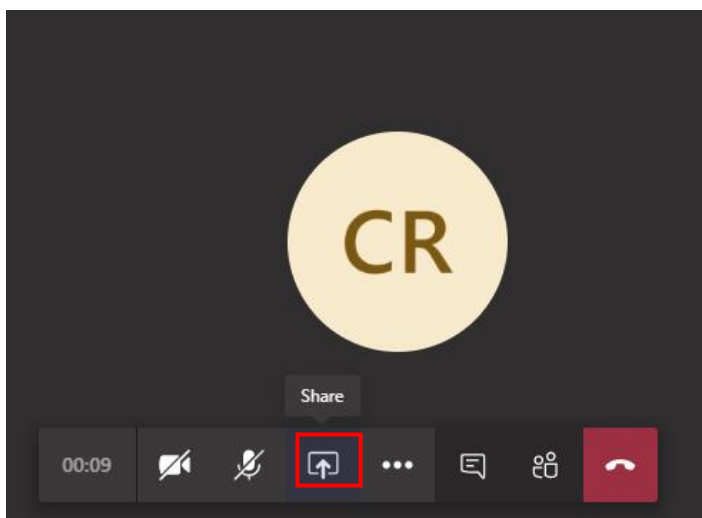
- Click on the 3 dots icon
- Select 'Enter full screen'



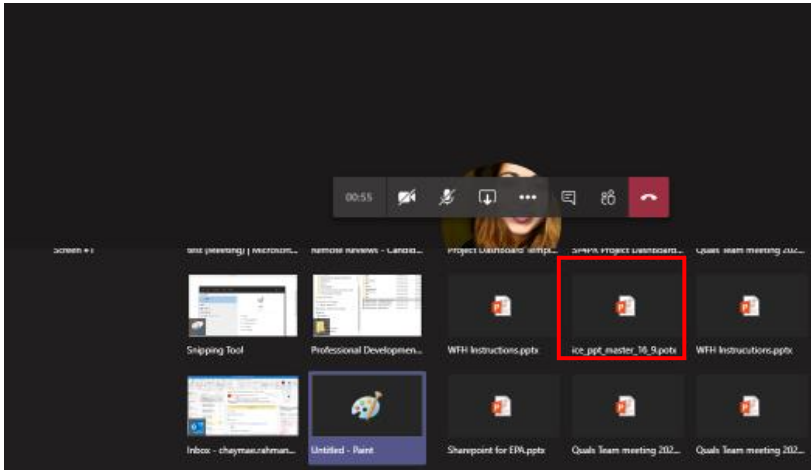
At the start of your EPA, an ICE staff member will be present. Once all attendees are in the meeting the ICE staff member will exit the EPA, leaving you with your assessors and possibly an auditor.

Sharing your screen

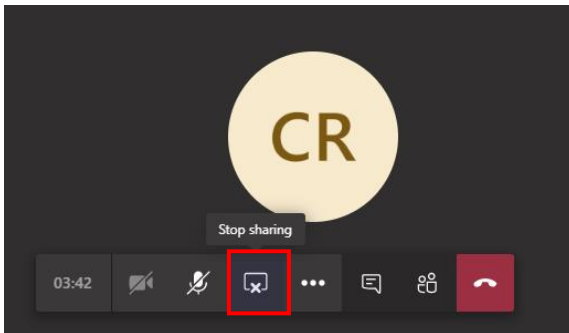
- To share your screen, select the below button:



- Select Desktop/Window and open the relevant window. If sharing a presentation, your most recent PowerPoint presentations will be on the right-hand side of the selections



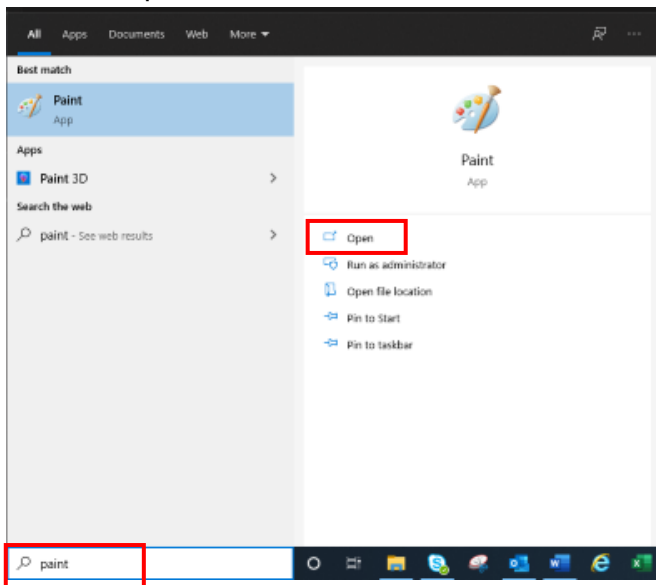
- To stop sharing, go back into the meeting window and click 'Stop sharing'



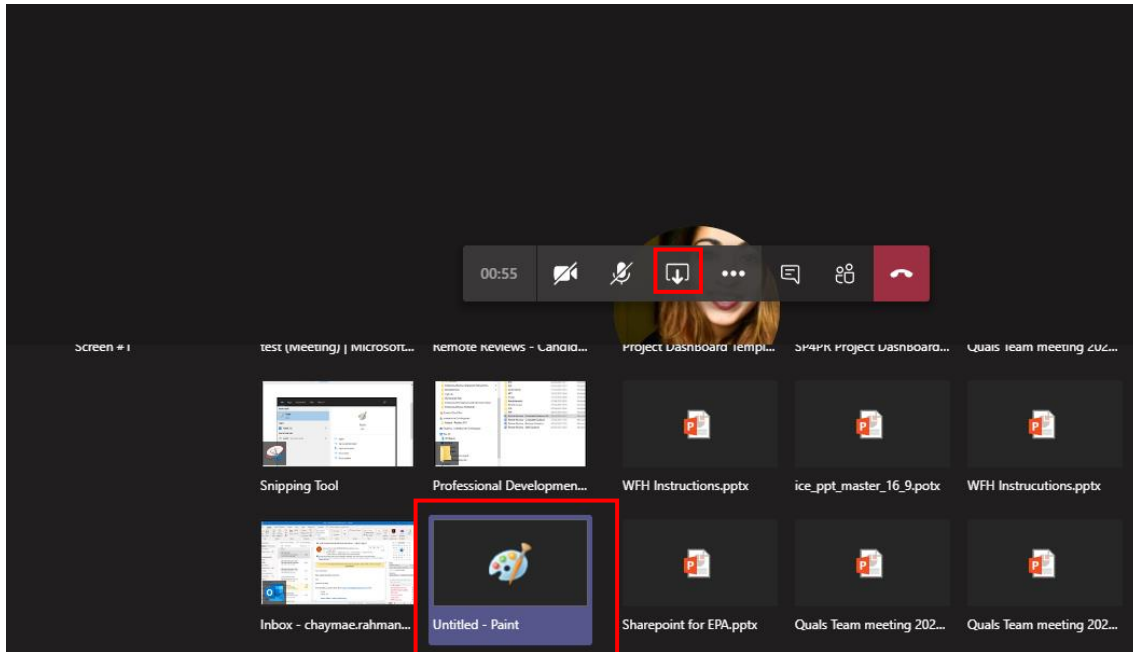
Sketches

If your assessors request a sketch, the preferred option is to use MS Paint to draw whilst sharing your screen with them. There may be other tools you utilize in the workplace which can be used; however, you must ensure in advance that these can be shared with your assessors.

- For MS Paint, search for Paint on your laptop/computer
- Click open



- Go back into the meeting window and share your screen whilst drawing your sketch

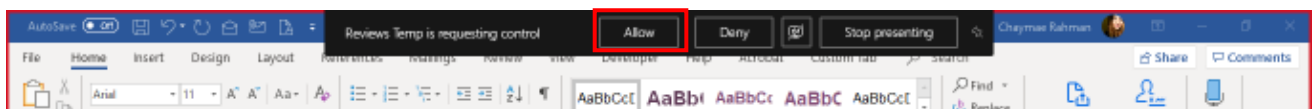


If you do not have access to Paint on your laptop/computer, use the internet browser version by using the following link: <https://jspaint.app/>. If you wish, an alternative option is to sketch on paper and hold up the finished sketch to the camera. We suggest using a felt tip pen or easily visible ink for this.

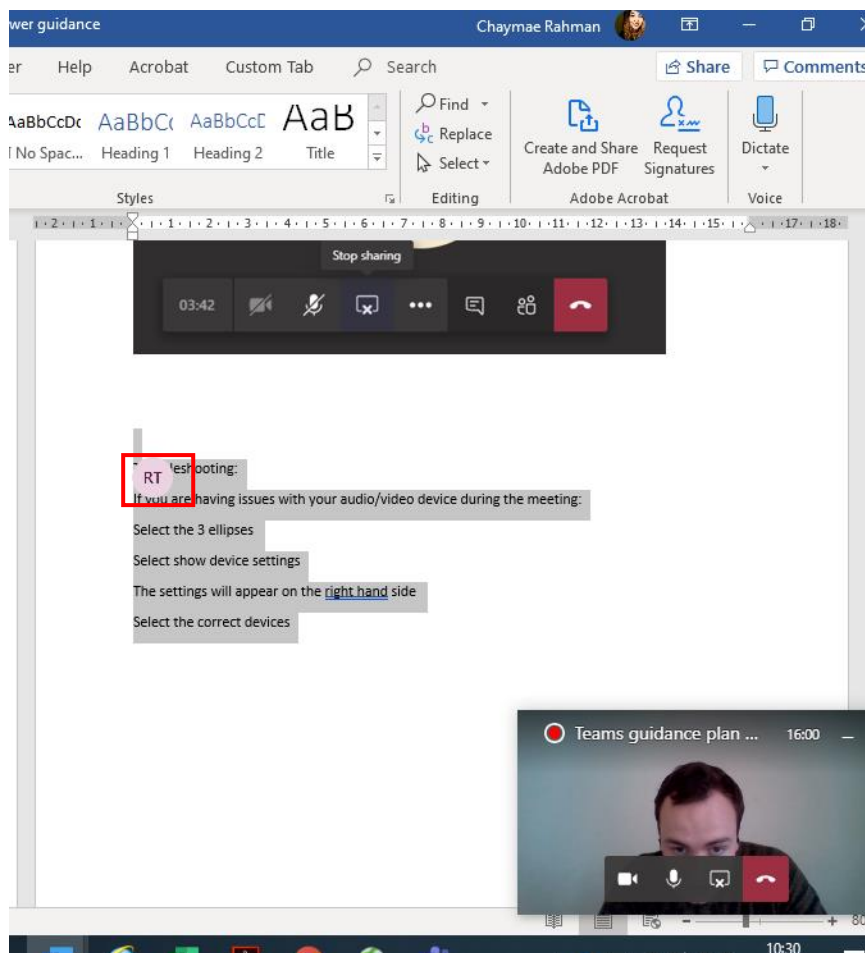
Giving control of your screen to the Assessors

If your assessors wish to gain access to your screen, they will put in a request and a notification will appear on the top of your screen.

- Click 'Allow'



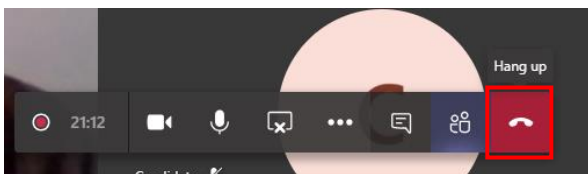
- Their initials will then appear by their mouse icon which they can guide across the screen to highlight sections where they may want to ask you specific questions



Exiting the EPA

Once the EPA is complete, the lead assessor will confirm the EPA has ended and you can then exit the meeting.

- Click the 'Hang up' button



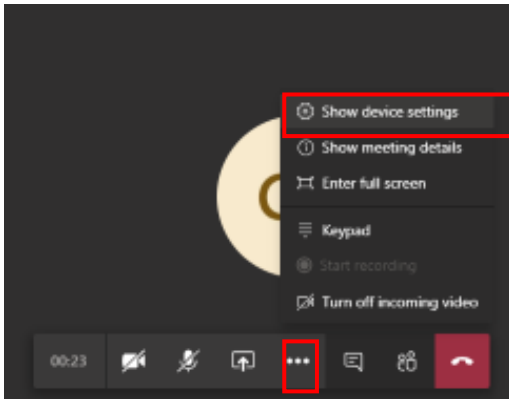
- Click dismiss and close the window. **Please do not re-join the meeting**



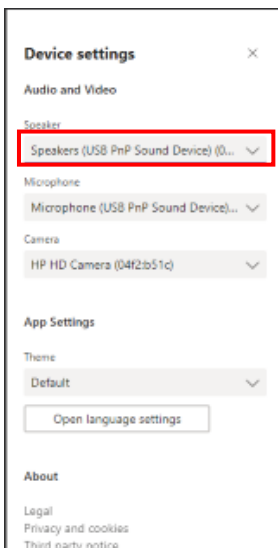
Audio/Video device settings

If you are experiencing issues with your audio or video, you can check and amend the settings:

- Click the 3 dots icon
- Click 'Show device setting'



- A panel on the right-hand side of your screen will appear and you can amend the set up by clicking the relevant drop-down options



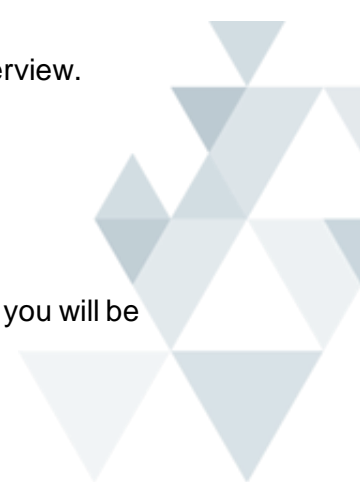
The Online EPA Interview

This section provides advice on the practicalities and stages of the online EPA interview.

The presentation and interview

Getting ready

If dialling in from **home**, you must make sure that you are in a suitable area where you will be undisturbed for the duration of the EPA.



If connecting from **work**, you must make sure that you will have undisturbed use of a meeting room within a place of work for the entire duration of the EPA.

Connecting to the online EPA

Your letter confirming the details of your EPA will contain all the information you need to access your online EPA, which will include the date, time and the necessary meeting link.

We ask that you connect to your EPA using the link provided in the meeting request at least **10 minutes** before the start time. This is in order to set up your camera / microphone and open your presentation and report, ready for sharing with your Assessors.

Please refer to the '[sharing your screen](#)' section of this guidance to familiarise yourself with the process of sharing content.

Introductions and identification check

When you click 'Join the meeting' will be held in a lobby. When ready, you will be admitted into the EPA by an ICE staff member. Your assessors will already be waiting when you are admitted.

You will be asked by the ICE staff member to show your passport or photo ID to the camera to confirm your identity. You will also be asked to confirm that there are no other people present in the room with you and reminded that the recording of the interview on any device is prohibited throughout the process, and to turn your mobile phone off or onto silent. The ICE staff member will share their contact details with you and then leave the EPA.

The lead assessor will introduce themselves and the co-assessor. The lead assessor will then explain the EPA process in order that the EPA can begin. There may be an auditor present, but they will play no part of the EPA.

Please note that the recording of any stage of the EPA on any device is prohibited.

Your technical project brief response (if applicable)

Your online EPA will begin with a 10-minute response to your technical project briefing, for those sitting the REDT v1.0 there is an optional 5-minute presentation.

Although your assessors will have received a copy of your presentation, we recommend that you share the content of your presentation with your assessors. After this you will be asked to start. Your assessors will mute their microphones while you are presenting. If you are going over the 10-minute allocation, the lead assessor will notify you.

Your presentation (Degree Apprenticeships only)

Your online EPA will begin with a 15-minute presentation to your assessors based on a topic, or topics, covered in your written report.

You should share the content of your presentation with your assessors, at which point you will be invited to begin presenting. Your assessors will mute their microphones throughout. If you are going over the 15-minute allocation, the lead assessor will notify you.

Your report

At the end of your presentation, you should share the content of your report/submission. Your report/submission is a vehicle for you to demonstrate how you have achieved the relevant knowledge, skill and behaviours. The interview will then commence.

The interview

You and your assessors are advised to speak in turn, and not interrupt one another.

Please ensure to:

- Mute your microphone when you are not talking
- Look at the camera (laptop) when responding to questions
- Allow the assessor to complete their question before answering
- If you require clarification of the question, ask the assessor
- Try to avoid making noises near the microphone (shuffling papers, bottles of water) and speak clearly

Your assessors will be seeking to confirm that the evidence of competence which you have provided is supported by your responses to their questioning and meets the requirements of the application type you have applied for.

Your assessors will give you ample opportunity to think and fully respond to their questions. If an assessor does need to interrupt you while you are speaking, for example if they are conscious of running out of time, they will raise their hand to get your attention in the first instance.

Sketches

At times, your assessors may ask you to do a sketch. For this we recommend that you use the application MS Paint. Please familiarise yourself with the features of Paint to help you with your sketch during the EPA. (See '[sketches](#)' section above). However, you may have an alternative tool that you use in the workplace or you may also draw a sketch on a piece of paper and hold it up to your camera.

You must share your screen whilst drawing your sketch.

Interview closure

You will be informed by the lead assessor when the interview has come to an end, at this point you will remove yourself from the online EPA. You should then click dismiss and close the window.

Please do not attempt to re-join the meeting.

The Written Examination (Degree Apprenticeships only)

The timing of your written examination and instructions on the process will be provided in your notification letter.

We ask that you connect to your online written examination session using the link provided in the meeting request sent to you at least **15 minutes** before the start time. You will be sent a reminder email by an ICE staff member who will be the invigilator for the written examination session you will be joining.

Once you have joined the written examination session you will be asked to confirm your identity by an ICE staff member. Once confirmed you will be sent an email that contains your written examination questions, written examination plan and instructions on how to upload your response. You should confirm that you have received your questions either verbally or through the chat function in MS Teams.

You will be asked to mute yourself but keep your camera on during the entire written examination. The ICE staff member will then confirm that the written examination can start and enter the examination timings into the chat box. If you have any issues during the written examination session you can contact the ICE administrator via the Teams meeting chat or via their phone number which will be included in the email they sent with your questions.

When the time is up, you will be informed that the written examination session has come to an end, at which point you will have 15 minutes to upload your response. Full instructions on how to do this will be included in both your notification letter and the email that contains your questions, and the invigilator will be on hand to help you should you experience any issues.

Online EPA body language advice

Look at the camera (laptop) when responding to questions. This will allow eye contact with your assessors. Keep motion natural and avoid large gestures such as waving your hands when making a point.

Choose clothing that you would normally wear to a business meeting. Try to avoid bright colours and stripes or intricate patterns. Be aware that large items of jewellery may catch the light on the screen.

Try and avoid making noises near the microphone (shuffling papers, bottles of water) and speak clearly.

Problems on the online EPA day

If a problem occurs that can be rectified immediately, the interview will proceed with additional time being given for any downtime which occurred. If the problem cannot be rectified, alternative arrangements will be made for you to re-take your EPA.



FAQs

How many weeks' notice will I receive?

We will endeavour to give candidates at least 4 weeks of notice before their EPA date, in line with our EPA guidance documents.

Do we have to use MS Paint or can we use other applications?

MS Paint is one of the options ICE has suggested, however other tools can be used as long as they can be shared and, if necessary, control passed to your assessors to mark or point to a particular section.

When can I expect the result of my EPA?

Approximately 6 weeks after your EPA has taken place.

What application do I need to complete my written examination on?

You will complete the written examination using your normal writing application i.e. Word.

Do I need to record myself during the written examination?

No, there is no need to record yourself during the written examination as the process is invigilated by ICE staff.

What happens if I have an emergency on the day?

You must notify ICE as soon as possible, and we will do our best to reschedule your EPA.

If my assessor is no longer able to make it on the day, will my EPA be reorganised, or will I get another assessor?

It is highly likely that your EPA will be rescheduled - due to the number of online EPAs taking place at the same time, ICE may not have a replacement assessor available.

What platform is being used? I may need permission from my IT department to download new software.

ICE has chosen to use MS Teams as its online EPA platform as we are aware that many organisations have been successfully utilizing it. If you do not have Teams installed on your PC or laptop, it is recommended that you download it for full functionality as opposed to using it on a webpage. Teams is a free application.

Is the ICE taking into account any special requirements that candidates may have, e.g. dyslexia? Is extra time allowed?

Yes, an ICE staff member will be in touch to confirm the arrangements directly with individual candidates. Please make sure to include any specific requirements to the 'individual requirements' section of your EPA application.

Further information

If you have any queries about online EPAs, please contact the EPA team on +44 (0)207 665 2344 or by email at epa@ice.org.uk



Our vision

Civil engineers at the heart of society, delivering sustainable development through knowledge, skills and professional expertise.

Core purpose

- To develop and qualify professionals engaged in civil engineering
- To exchange knowledge and best practice for the creation of a sustainable and built environment
- To promote our contribution to society worldwide

Diversity statement

As a membership organisation and an employer, we value diversity and inclusion - a foundation for great engineering achievement

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