



Chartered legal executive

Level: 6

Typical duration: 60

No of Apprentices on programme: 25

The Chartered Institute of Legal Executives (CILEx)

No of Standards offered: 2

Cost per EPA: 87.00

Overall judgement: Good

Overall risk: Amber

No of EPAs	No of fails	No of passes	No of merits	No of distinctions	No of resits	Overall pass rate %
22	0	22	0	0	0	100

Summary

Although minor administrative issues noted, overall administrative processes and assessment and internal quality assurance working effectively. Apprentices completing programme to high standard.

Judgement area	Judgement summary	Summary
Relevant	Good	Assessment delivers occupational competence and is assessed by experienced and competent assessors. Could be improved by implementing CPD and training policies (delayed due to Covid-19) and other administrative policies discussed.
Reliable	Good	Assessment is comparable between apprentices, internally quality assured and benchmarked to CRL assessments. Identified need for clearer referral process to Chief Assessor where issues identified.
Efficient	Good	Largely performing well. Some minor audit trail issues identified around recording of receipt /assessment of further info/examples received, to be resolved by amending assessment forms to record this more clearly.
Positive	Good	CILEx generally delivers high quality support. Some issues around understanding Gateway, resolved prior to Visit.
Learning	Good	Feedback forms now prepared and being provided to apprentices and employers. These may give opportunity for further improvement.

Strengths

Strong EPAO team.

Actions

Priority	Issue	Description	Outcome	Due Date
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Priority	Issue	Description	Outcome	Due Date
High	EPA	CILEx to revert to employers/training providers to ensure that the missing elements of the assessment are covered by any apprentices coming through the Gateway with effect from the 19 February 2020.	Completed	30-Apr-2020
High	EPA	JC as Chief Assessor to complete a retrospective IQA to confirm that all of the knowledge, skills and behaviours required within the assessment plan have been met by the apprentices who have completed the apprenticeship. This action is complete and CRL has the full assessment information.	Completed	06-Apr-2020
Medium	EPAO	There is an effective working relationship being developed between CILEx and their stakeholders. In the case of training providers, CILEx ensures that it is up to date with expected Gateway numbers. CILEx confirmed it had received no complaints/feedback since Readiness check, but as more apprentices proceed through the apprenticeship they will issue stakeholder feedback forms to gather evidence on effectiveness of apprenticeship delivery. CILEx to introduce stakeholder feedback forms. COMPLETED - prepared and introduced for apprentices to go out with results email and introduced for training providers to go out annually	Completed	31-Jul-2020
Medium	Assessment methodology	CILEx to 1) discuss and introduce process for assessors to flag issues or borderline examples to Chief Assessor/IQA 2) provide note of discussion to CRL.		31-May-2021

Priority	Issue	Description	Outcome	Due Date
Medium	EPA	CILEx to amend apprentice guidance and the assessment form to cover all of the knowledge, skills and behaviours as set out in the assessment plan to ensure the apprentices are fully aware of the assessment requirements and to confirm that assessors have assessed against all the knowledge, skills and behaviours. It was acknowledged by CRL that there was no requirement to provide additional evidence to meet this requirement, but that it could be drawn holistically from the case study materials already provided. CILEx has amended the assessment form to show full assessment details against the assessment plan and is working on completing the relevant guidance. Action to be checked at next review.	Completed	30-Jun-2020
Medium	EPAO	Guides - CILEx is working on creating separate guides for each stakeholder in accordance with action plan. Completed CILEx to make it clearer in the Guides that apprentices need to apply for CRE status on completion. Completed Employer Declaration - CILEx to amend name of employer declaration to be consistent on form/in Guides. Completed CILEx to provide AHs signed 2020 contract. Completed COVID-19 - Following IFA guidance, CRL contacted CILEx in relation to approaches to assessment in the current climate. CILEx confirmed they saw no specific issues in relation to access to Gateway or assessment. All above completed/provided Service Agreements - CILEx to provide CRL with copy of signed services agreements between CILEx and Centres - Not yet provided	Not fully completed (Service Agreements)	30-Apr-2020
Medium	EPAO	CILEx to provide blank feedback form (for employers/apprentices)	Completed	31-Mar-2021
Low	EPAO	CA/IQA to complete IQA Level 4 training		31-Dec-2021
Medium	Gateway	CILEx have a data policy but not an explicit redaction policy. CRL to provide CILEx with redaction wording from WBL Handbook and Approval letter.	Completed	30-Apr-2020

Priority	Issue	Description	Outcome	Due Date
Low	EPAO	CRL to provide a report to CILEx following Desk Review and prior to Visit, raising any issues to be discussed or any further documents required for Visit		25-Mar-2021
Low	EPAO	VP to provide documentation to CILEx to assist with CPD for assessors.	Completed	31-Mar-2021
Medium	EPAO	New assessor (MO) to complete assessor training with ST.	Completed	31-May-2021
Medium	EPAO	CILEx to 1) discuss 2) introduce CPD requirement for assessors, including assessor audit and logging of CPD relevant to competency in specialist area.		31-May-2021
Medium	EPA	CILEx to 1) discuss at standardisation issue that cross-over of evidence between case study and portfolio not acceptable and 2) provide guidance for assessors and training providers.		31-May-2021
High	Covid 19	CRL to notify IFA of issue of apprentices being made redundant and support provided.		30-Apr-2021
Medium	EPA	CILEx amend Assessment Form to record receipt and assessment of further information/examples.		30-Apr-2021
Medium	EPA	CILEx to provide plan for identifying assessor need/trigger points.		31-Aug-2021
Medium	Gateway	CILEx to provide more accurate figure for number of applicants expected to submit to Gateway in 2021.		31-Jul-2021
High	Assessment methodology	1. CILEx) and CRL to meet separately to discuss impact of new CILEx qualification (CPQ) on CLE Apprenticeship and report back. 2. VP to report back outcome of above meeting at next monthly meeting between CRL and CILEx		30-Apr-2021
Medium	Gateway	CRL identified one of the six portfolios included evidence outside 2 year date range. CILEx noted assessors should check this also. CRL identified five of the six case study endorsement forms not properly signed by employer/apprentice. By next review meeting: CILEx to confirm that the endorsement forms have been signed by both parties. CILEx to review approach to Gateway administration to ensure that these issues do not arise in future. CILEx to ensure that all information is passed to new relationship manager, due to recent key contact change.	Completed	30-Apr-2020

Priority	Issue	Description	Outcome	Due Date
Medium	EPA	CILEx to provide high level case study guidance to CRL. CRL to provide feedback, once received above guidance.	Completed	30-Apr-2020
Medium	EPAO	Assessor appraisals and assessor CPD not being monitored/completed. CILEx to implement assessor CPD and appraisals, to include grading of assessors on basis of timeliness, communications and feedback and share records with CRL.	Not yet completed	30-Jun-2020
High	EPA	CILEx to revert to attendees of standardisation meeting JC AH and SR, for them to confirm discussion and create more detailed note of what discussed to confirm assessors have in fact assessed against all of the knowledge, skills behaviours in the assessment plan. CRL met with assessors and Chief assessor to clarify position. Due to incomplete audit trail CRL unable to confirm all elements of case study have been met. However, CILEx confirmed each applicant had met all of the outcomes. CILEx have now extended the documentation which records assessment to create a complete audit trail for future apprentices.	Completed	06-Apr-2020

Recommendations

Other Standards the EPAO is responsible for

Chartered legal executive
Paralegal

Relevant

Judgement area	Judgement	Justification	Date
Methods are fit for purpose	Outstanding	Assessment Plan requirements meet the standard set by the Regulator and the Employer Group	10-03-21
Assessments	Good	Assessments generally assessed in line with assessment plan.	10-03-21
EPAO include experts	Good	Assessors in place are occupationally competent and fulfil a similar role under separate contracts for CILEx Regulation and EPAO.	10-03-21
Assessors knowledge is up to date	Requires Improvement	Although previously requested by CILEx Regulation, CPD/training only now being put in place by EPAO. Delay due to low number of applicants/Covid-19 delays. Although no evidence to show assessors knowledge is not up to date.	10-03-21

Reliable

Judgement area	Judgement	Justification	Date
Independent assessment	Outstanding	EPAO holds own standardisation meetings to ensure comparable assessment over time. EPAO also attends CILEx Regulation standardisation meetings and has access to standardisation materials for further comparison purposes.	10-03-21
Achieve desired outcomes	Good	Minor audit trail issues, but overall desired outcomes achieved.	10-03-21
Grading		N/A	null
Assessment is reliable	Good	Assessors competent and assessments reliable. Improvements could be made to process to enable assessor's access to Chief Assessor consideration.	10-03-21

Efficient

Judgement area	Judgement	Justification	Date
Sufficient assessors are available	Outstanding	Low number of applicants, so 2 assessors and 1 IQA sufficient. One further assessor being recruited and trained, in anticipation of increase in applicants in 2021	10-03-21
Records are kept securely	Outstanding	All records held in SharePoint and OneFile.	10-03-21
Retakes and resits	Outstanding	Policy exists, though no fails.	10-03-21
Timeliness of assessment	Outstanding	A number of windows available and assessments have been timely.	10-03-21
Booking and management of assessments	Good	Some confusion over gateway dates, since addressed in guidance to stakeholders and through comms to training providers.	10-03-21
Marking/remote assessments	Good	Conducted through OneFile. SharePoint and email. No issues.	10-03-21
Resources for assessment	Good	Assessment Form requires amending to log when further examples have been received and assessed by Chief Assessor.	10-03-21
Evidence gathering and record keeping	Good	All requested documentation provided. EPAO yet to confirm applicant numbers for 2021 due to difficulty in obtaining data from training providers as result of Covid-19, furlough etc.	10-03-21
Confidentiality	Outstanding	No issues identified.	10-03-21
Certification application process	Good	Delay in ESFA issuing certificates due to lockdown. Certificates sent to applicant's employer who may be closed/working remotely due to Covid-19, rather than to applicant, resulting in delay in applicant being able to apply for Fellowship. Not within control of EPAO. Identified in regulatory role, rather than as EQA.	10-03-21

Employers are choosing EPAO	Outstanding	Only EPAO available	10-03-21
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Positive

Judgement area	Judgement	Justification	Date
Access to assessment is fair	Good	No issues identified.	10-03-21
Issue of results and feedback	Good	None noted .	null
Fees charged clear and transparent	Good	Clear and accessible on website.	10-03-21
Apprentice readiness for EPA	Good	Some complaints about understanding Gateway process. Issue addressed prior to Visit.	10-03-21

Learning

Judgement area	Judgement	Justification	Date
Feedback from apprentices	Good	Feedback Forms prepared but none received from apprentices and employers. Going forward, Form will be attached to results email to encourage completion by apprentices. Feedback form to be sent to training provider annually. Three complaints received concerning confusion about dates for evidence and gateway dates (since addressed in guidance/comms) and one about delay in receiving log-in. And one concerning apprentice made redundant due to Covid-19 and unable to complete apprenticeship. Has since found new employer and is continuing with apprenticeship. VP to raise with IFA separately.	10-03-21
Internal quality assurance processes	Requires Improvement	One case study sampled, not reviewed by IQA. Discussed that portfolios with issues not reviewed by IQA. Discussed going forward should be no cross-over between case study/portfolio. CRL requested Assessment Form to be amended to include logging further information received and assessed and to address liaison/referral between assessor and IQA.	10-03-21