OATA Training Programme –
Policy document: Assessment and Delivery Methods

Assessment of the Foundation Training Programme

The assessment of each of the modules of the Foundation Training Programme is by multiple choice questions (each paper for each module contains 20 questions). The pass mark for each paper is 66%.

To gain the complete i.e. final Foundation certificate, candidates will be required to undertake a short verbal assessment.

Assessment of the Advanced Training Programme

The assessment of each of module is by a combination of multiple choice and written answers. For each module there are 25 multiple choice questions and 5 questions requiring written answers. Candidates must pass both the multiple choice and written answers with 66%. Successful candidates then proceed to a verbal assessment based on a pre-determined question bank on the completion of all four modules.

For both online programmes, the questions will be generated at random by the Learning Management Software with periodic spot checks from the OATA Assessors.

You will be given two attempts to pass each module. Failure to pass any module will mean that you cannot pass the full training programme. After two failed attempts you will need to repurchase the module if you wish to try again.

Delivery methods

Both OATA training programmes are delivered online via a learning management software platform called Nimble.

Students will have 12 months to complete the course of four modules. If the course is not completed within the timeframe a once-only extension will be allowed of six months to complete the course, which will have an admin fee of £10.00. If the course is not completed after an extension, you will have to purchase the whole course or the modules you did not complete to go forward.

Assessment objectives and criteria
Foundation – objectives are to test the understanding of the candidate to ensure that they have sufficient theoretical knowledge. For each module, the pass mark is 66%.

Advanced – objectives are to test the theoretical understanding of the candidate and how they can apply this knowledge to particular scenarios that they may encounter within a retail setting. The verbal component tests whether the candidate is able to apply their knowledge and provide the correct information and advice to a customer to the satisfaction of the OATA Assessor.