



End-point Assessment Service (EPA)

– Supplementary Apprentice check list

Section 1 Recommended tasks Before your EPA Event

1.1	Identification – Passport/ Driving License/ Work or Education ID	<p>This is required for your Assessor. They will record you presenting this for audit purposes.</p>
1.2	System Checks	<p>Is your firewall blocking GoToMeeting? GoToMeeting Firewalls</p> <p>Can your system accept GoToMeeting events? GoToMeeting System Check & System Requirements for Attendees</p> <p>Have you tested your Microphone/ Webcam/ Speakers? GoToMeeting Event</p> <p>GoToMeeting quick start (YouTube guide) GoToMeeting attendee quick start</p> <p>If you are unable to connect using the above test link, please refer to section 1.3</p> <p>If you experience any technical issues, please phone Fusion on 0808 196 3800 (Monday – Friday 08:30 – 17:30)</p> <p>GoToMeeting recommend using Google Chrome for the best web experience, alternatively please use the GoToMeeting Application in section 1.3</p>
1.3	GoToMeeting Software	<p>Following your system checks in 1.2, you may want to download the GoToMeeting Application for:</p> <p>Windows Mac</p> <p>Due to Covid-19 you can also use this on your mobile device:</p> <p>Android – Play Store (click below image)</p>  <p>Apple - App Store (click below image)</p>  <p>We recommend these applications are used on an unlimited Broadband plan, to ensure no charges are incurred.</p> <p>You may be required to enable your Camera/ Microphone for GoToMeeting, please ensure these are turned on:</p> <p>Android Navigate to Settings Apps & Notifications App Permissions Locate GoToMeeting and click on the app from the list Permissions – Camera toggle on and Microphone toggle on</p> <p>Apple Navigate to Settings Scroll to find GoToMeeting Camera – toggle on and Microphone toggle on</p> <p>If you experience any technical issues, please phone Fusion on 0808 196 3800 (Monday – Friday 08:30 – 17:30)</p>

Section 2 On the day of your event

2.1	Identification – Passport/ Driving License/ Work or Education ID	This is required for your Assessor. They will record you presenting this for audit purposes.
2.2	Connecting to your event	<p>We would recommend you join the event via Google Chrome as the preferred browser or using the GoToMeeting Application for Windows / Mac or your mobile device.</p> <p>You will be sent a link directly from your Training Provider, which you will need to paste into Google Chrome, alternatively you can use the 9-digit code at the end of your invite in the GoToMeeting Application.</p> <p>Please ensure you join your event 10 minutes prior to the start time.</p> <p>If you experience any technical issues, please phone Fusion on 0808 196 3800 (Monday – Friday 08:30 – 17:30)</p>
2.3	Assessor not arrived to Event?	<p>If your Assessor does not arrive to your Event 5 minutes after the start time, then please contact the EPA Booking team on 0207 294 3409 quoting:</p> <ul style="list-style-type: none"> • Your name • Enrolment number (if to hand) • Start time of your event <p>This will enable a member of the EPA booking team to locate your Assessor and make contact.</p>
2.4	Training Provider – Contact on the day	We would recommend having their contact details available in case there are any problems on the day.
2.5	Trouble joining your Event?	If you experience any technical issues, please phone Fusion on 0808 196 3800 (Monday – Friday 08:30 – 17:30)
2.6	Running late for your Event?	If you are running late for your event, please contact your Training Provider to contact the EPA Booking team on 0207 294 3409 .