

Post-results services

End-point assessment

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For external use



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1. Introduction

End-point assessments (EPAs) are completed at the end of an apprenticeship. The assessments are designed to show that the apprentice has the knowledge, skills and behaviours required for that specific occupation.

When delivering and awarding EPAs, City & Guilds aims to ensure that the following are fair, consistent and based on valid judgements:

- marking of examinations of EPA knowledge tests,
- assessment outcomes for EPA.

This document explains the process that centres need to go through to question either of the above. The document also includes the fees and a glossary of terms.

1.1. End-Point Assessment (EPA) Service

We offer a flexible EPA service, which is responsible for the delivery and administration of EPAs. Each EPA must be delivered according to its specific assessment plan, this means there is a wide variety of different:

- assessment methods,
- grade scales,
- approaches to grade aggregation.

Definitions

For the purpose of this document, where 'City & Guilds' is stated, this includes ILM.

2. Overview of the process

The reviews of results give an apprentice and the provider an opportunity to question the outcome of the apprentice's assessments if they believe it was inaccurate.

It is a desk-based process which involves someone not involved in the original decision reviewing the assessment decisions and correcting any errors that are identified.

2.1. Who can apply

Wherever possible, the provider should submit the application. In certain circumstances, we will accept applications from apprentices. We can accept applications from:

- providers,
- apprentice with no provider to apply on their behalf.

2.2. Apprenticeship consent

In most cases, providers will make applications for enquiries on behalf of apprentices. Where the provider is making the application, they must:

- get the consent of the apprentice before making an application on their behalf,
- make the apprentice aware that their grades could be lowered as a result.

3. Knowledge tests

There are two services available for knowledge tests.

3.1.1. Clerical check

The clerical check is for multiple choice exams

City & Guilds will manually check the apprentice's completed answers against the responses held in our systems. It involves checking the following:

- the marking of the apprentice's answers,
- the recording and totalling of the apprentice's answers,
- that the grade boundaries have been applied correctly.

3.1.2. Review of marking

The review of marking is for examiner marked exams

The review of marking gives an apprentice or provider the opportunity to question the result of an assessment marked by City & Guilds, if they believe the marking was inaccurate.

It involves both:

- a **clerical check** as described in the previous section, and
- a **review of marking** by an examiner.

The review of marking is designed to identify any marking errors, for example:

- an administrative error,
- applying the mark scheme incorrectly

3.2. Additional information

Please refer to the [appeals section](#) in the Centre document library for more information and the [application form](#).

4. Other types of assessments

4.1. Making a request for a specific assessment

Each apprenticeship has its own assessment plan which determines the range of assessment methods and grading. There may be grades for individual assessment components or the apprentice may only receive one overall grade for their EPA. A review of assessment outcome can be requested for any assessment component where the apprentice receives a specific grade for that component. This is outlined in the table below:

Grades issued	Application for specific assessment component	Application for whole EPA
Component and overall grades	Yes	Yes
Overall grade only	No	Yes

Providers should bear in mind the following when making requests:

- City & Guilds is only able to review an assessment outcome based on the evidence available (please see the next section for more details).
- Where there have been multiple attempts at the same assessment, a review can **only** be requested for the **most recent attempt**.

4.2. Process for a review of assessment outcome

This is a review of the original assessment outcome to ensure that the marking criteria have been correctly applied. Reviewers will not re-mark the assessment, they will only correct any errors identified in the original outcome. This could be because of:

- an administrative error,
- a failure to apply the marking criteria where a task has only a 'right' or 'wrong' answer,
- an unreasonable exercise of academic judgement.

Special consideration cannot be applied as part of the review of assessment outcome, even if the apprentice experienced a disruption during the assessment that was beyond their control. More information on access arrangements and special consideration is available on the City & Guilds website.

4.3. The evidence available

The process will vary depending on the assessment method used and the evidence available, for example:

- written records of assessment decisions made by the Independent End-point Assessor (IEPA),
- any written work completed by the apprentice, including portfolios, projects or slides for presentations,
- any video recordings held for remote assessments.

The review is limited to the evidence available, and this will depend on:

- the assessment method, and
- how the assessment was delivered.

For some assessments a lot of the evidence is ephemeral. For example, for a practical observation where there is no video recording, we cannot go back and re-observe the apprentice completing the assessment. For practical or oral assessments, we are limited to a review of written records only, unless there is a video or audio recording available.

In addition, we must have confidence in assessment decisions made by our IEPAs. If there is an inconsistency between the IEPA and the apprentice, we accept the IEPA's decision unless there is evidence available to confirm there has been an error. If there is an inconsistency between the IEPA and the Lead independent end-point assessor (LIEPA), we accept the LIEPA's decision.

4.4. Deadlines for reviews of assessment outcome

Reviews should be requested within 20 working days from the result date. This is the date the result is confirmed by City & Guilds, as displayed on the Walled Garden. It is not the date of the EPA. City & Guilds will endeavour to resolve reviews of assessment outcome quickly and efficiently in accordance with the timelines listed below.

Deadline for applications	20 working days after release of results
Acknowledgment	3 working days after receipt of application
Written outcome	32 working days of the date of the acknowledgement

5. Outcomes

The outcome of the Review of results will be sent to the person who made the application. This will include the decision and the reason for that decision. There are three possible outcomes:

- The results are confirmed.
- The results are upgraded (eg. the grade is changed from Fail to Pass).
- The results are downgraded (eg. the grade is changed from Pass to Fail).

6. Feedback

City & Guilds will also provide feedback for reviews, if the original grades are confirmed. Further details are provided in the table below:

Service	Feedback provided
Clerical check	None
Review of marking	A report on the apprentice's performance, including feedback on any questions where the candidate received less than half the marks available.
Review of assessment outcome	A report on the apprentice's performance, including feedback on areas where the criteria were not met.

7. Fees and contact details

7.1. Fees

A fee of £300, per apprentice, is charged to cover administration costs will be charged. Where an error is identified, there will be no charge.

7.2. Contact details

Email: EPAResultsReview@cityandguilds.com. For knowledge tests, please contact appeals@cityandguilds.com.

8. Appeals

The outcome of the reviews of results will include information on [how to appeal](#) (where this is relevant). For more information, please refer to the City & Guilds [Appeals](#) document or contact policy@cityandguilds.com.

9. Glossary

Apprentice	An apprentice is an individual who is registered with City & Guilds and entered for EPA by a provider as part of an apprenticeship.
Assessment	An assessment refers to any component of the required EPA for an apprenticeship.
Provider	A provider is the organisation that makes the reservation request or booking for the EPA with the EPA Service. It could be a City & Guilds centre, employer or other training provider.
Working day	A working day is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom.

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About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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