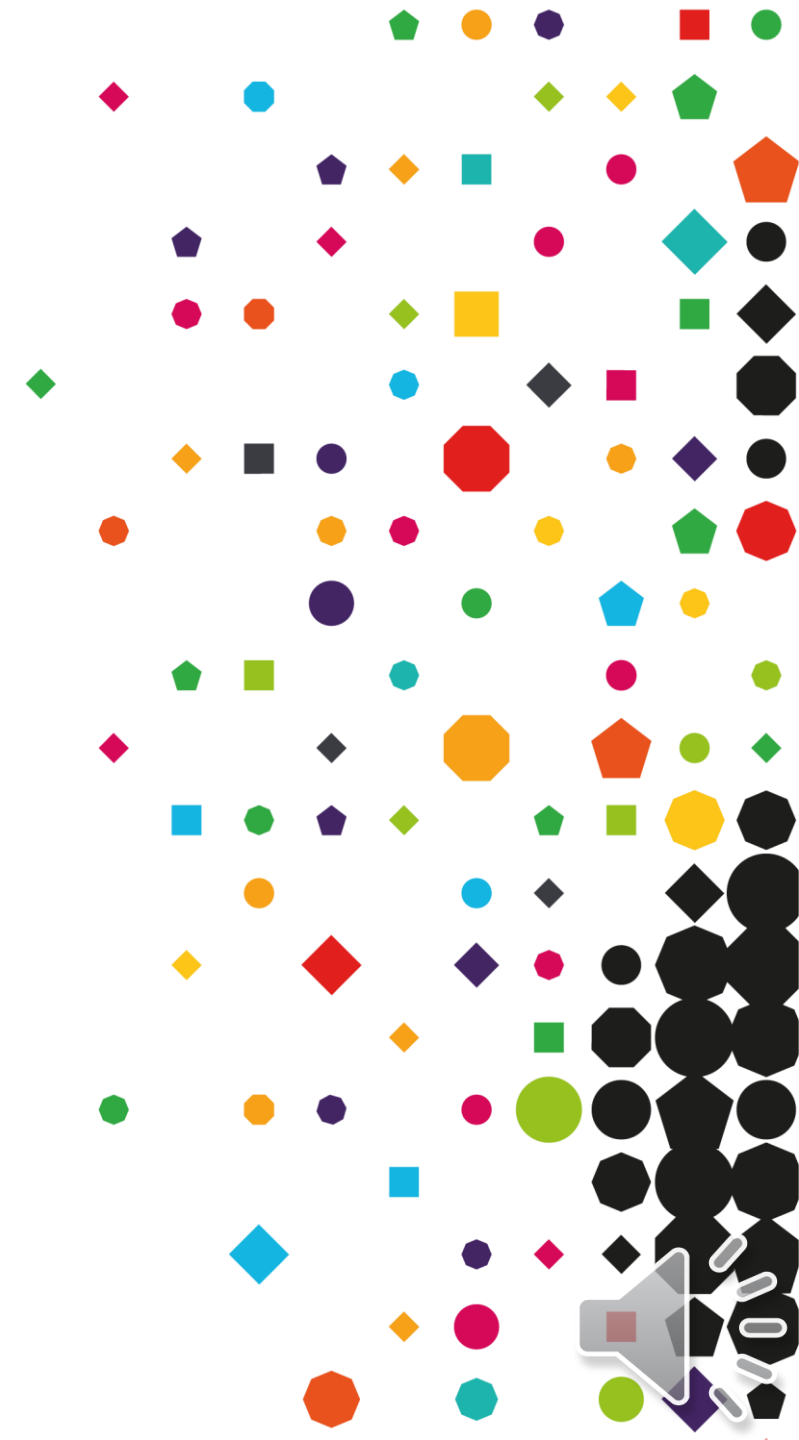


EPA Assessment Evidence & Results



Contents

1. Uploading Assessment Evidence
2. Your EPA Event
3. Accessing your results
4. Support throughout your EPA Journey
5. SLA's
6. Dashboards
7. Reporting



8 Stage Journey for EPA



Access our detailed 8 Stage Guide here....

<https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service/epa-pro>



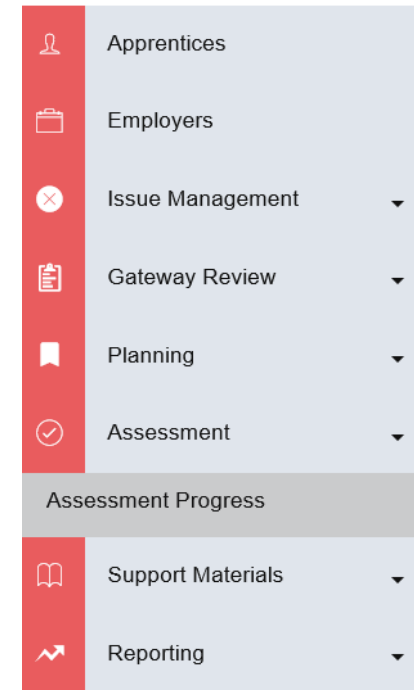
Stage 6

Uploading Assessment Evidence



Uploading Assessment Evidence

- At the planning meeting you'll agree any assessment evidence requirements and timing
- Access Assessment Progress on the main menu to get a view of all of your apprentices
- Use the filters to find an Apprentice that you need to upload assessment evidence for



Assessment Progress

Meera Blackmore

Filter by Standard Filter by Specialism Filter by Provider Filter by Employer

In Progress

Meera Blackmore
9494-12 Level 3 Customer Service Specialist
Test Training

The 9494-702 Presentation & Interview requires an upload within the next day

[View Assessment Plan](#)

Component	Date	Status	Result	Notes	Action
9494-701 Practical Observation	15-09-2020 09:00	Booked			Add Assessment Info Add Results
9494-702 Presentation & Interview	30-09-2020 09:00	Booked			Add Assessment Info Add Results
9494-703 Professional Discussion	24-09-2020 09:00	Booked			Add Assessment Info Add Results

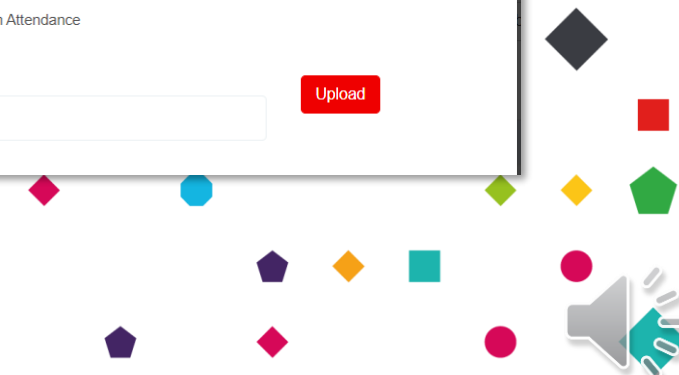
Assessment Info

1 Attachments 2 Confirm Attendance

Attachments

Upload File: No file chosen

Name: [Upload](#)



Stage 7

The EPA Event



A City & Guilds Group Collaboration



There are generally 3 main types of EPA Events...



On-line test

- Multiple choice or short answer questions
- Accessed through our **e-volve** platform and still booked on Walled Garden



Face-to-face

- Skills observation
- **EPA Pro** tells you where and when this will take place



Interview/discussion/presentation

- Carried out remotely using **GoToMeeting**
- We've created a user guide so you get the most out of it



Check out our Supplementary Checklist

- Ensure your apprentices have everything ready for the day of their EPA Event
- Find this helpful guide in the support resources section/checklists

 | 
A City & Guilds Group Collaboration



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
This is required for your Assessor. They will record you presenting this for audit purposes.

1.2 System Checks

- Is your firewall blocking GoToMeeting? [GoToMeeting Firewalls](#)
- Can your system accept GoToMeeting events? [GoToMeeting System Check & System Requirements for Attendees](#)
- Have you tested your Microphone/ Webcam/ Speakers? [GoToMeeting Event](#)
- GoToMeeting quick start (YouTube guide) [GoToMeeting attendee quick start](#)

If you are unable to connect using the above test link, please refer to section 1.3

If you experience any technical issues, please phone Fusion on **0808 196 3800** (Monday – Friday 08:30 – 17:30)

GoToMeeting recommend using Google Chrome for the best web experience, alternatively please use the GoToMeeting Application in section 1.3


Section 1
Recommended tasks before your EPA Event


1.3 GoToMeeting Software
Following your system checks in 1.2, you may want to download the GoToMeeting Application for:

[Windows](#) [Mac](#)

Due to Covid-19 you can also use this on your mobile device:

Android – Play Store (click below image) Apple – App Store (click below image)





We recommend these applications are used on a unlimited Broadband plan, to ensure no charges are incurred.
You may be required to enable your Camera/ Microphone for GoToMeeting, please ensure these are turned on:

<p>Android</p> <ul style="list-style-type: none">• 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>Apple</p> <ul style="list-style-type: none">• Navigate to Settings• Scroll to find GoToMeeting• Camera – toggle on and Microphone toggle on
---	---

If you experience any technical issues, please phone Fusion on **0808 196 3800** (Monday – Friday 08:30 – 17:30)

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
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.
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.
Please ensure you join your event 10 minutes prior to the start time.
If you experience any technical issues, please phone Fusion on **0808 196 3800** (Monday – Friday 08:30 – 17:30)

2.3. Training Provider – Contact on the day
We would recommend having their contact details available in case there are any problems on the day.

2.4. Trouble joining your Event?
If you experience any technical issues, please phone Fusion on **0808 196 3800** (Monday – Friday 08:30 – 17:30)
If you are running late for your event, please contact your Training Provider as soon as possible.



Stage 8

Results and Certification



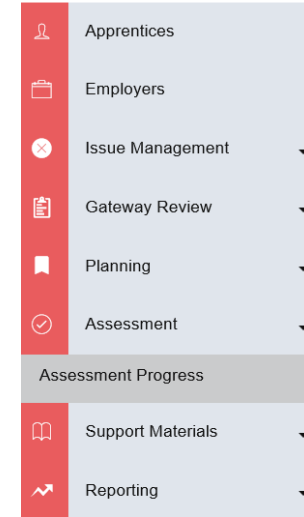


Viewing Apprenticeship Results

You will get a notification when an apprentice's results are ready.

To view results:

- Click the Assessment Progress tab in the left-hand menu
- Filter or search for the apprentice you wish to view



Apprentice Five					
9494-12 Level 3 Customer Service Specialist Employer 1					
The 9494-701 Practical Observation requires a resit booking					
					View Assessment Plan
Component	Date	Status	Result	Notes	Action
9494-701 Practical Observation	16-11-2020 09:00	Complete	Fail		View Assessment Info View QA View Results Book Resit
9494-702 Presentation & Interview	17-11-2020 09:00	Complete	Pass		View Assessment Info View QA View Results
9494-703 Professional Discussion	18-11-2020 09:00	Complete	Pass		View Assessment Info View QA View Results

Here you can see the results for each component when they are ready.

If the result is unfortunately a fail the EPA Events Team will be in touch to book your resit.

Assessment Result - 9494-702 Presentation & Interview

1 Result 2 Feedback 3 Next Action 4 Declaration

Result

Date Delivered / Duration: 17/11/2020 09:00:00

Category: [Empty]

Days: 0 Hours/Minutes: 01:00

Outcome: Pass

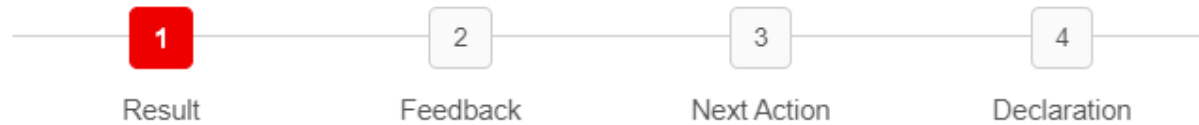
Additional Info: Additional Info

Note: This component has been marked as successful



Assessment Results/Feedback/Next Steps

Assessment Result - 9494-702 Presentation & Interview



Result

Date Delivered / Duration

17/11/2020 09:00:00

Category

Additional Info

Additional Info

Days

0

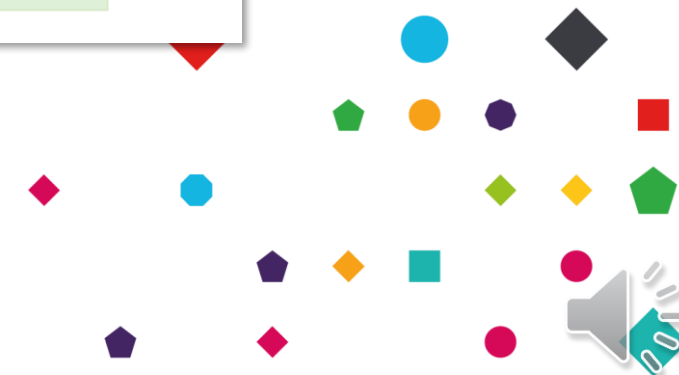
Hours/Minutes

01:00

Outcome

Pass

Note: This component has been marked as successful



Statement of achievement for each EPA component



John Edwards - **Completed** - 9794-12 Level 2 Customer Service Practitioner View Programme ▾

Overview Profile Notes

Registration Gateway Planning Assessment Certification

Registered on 14/04/2020 Submitted on 14/04/2020 Completed 3 assessments completed

9794-701 - Showcase Portfolio	16/04/2020 09:00	9794-701 - Showcase Portfolio	Distinction	14/04/2020	Download
9794-703 - Professional discussion	20/04/2020 09:00	9794-702 - Practical observation	Distinction	14/04/2020	Download
9794-702 - Practical observation	21/04/2020 09:00	9794-703 - Professional discussion	Distinction	14/04/2020	Download

80 Complete

9794-12 Level 2 Customer Service Practitioner

City & Guilds

End-point assessment
Statement of achievement

At grade
Distinction

is issued to
John Edwards

on
14/04/2020

who has completed the End-point assessment component
9794-702 - Practical observation

This statement of achievement confirms the apprentice has been independently assessed by City & Guilds. The Apprenticeship certificate will be issued by the Institute for Apprenticeships.

David Phillips
Managing Director
City & Guilds

Kirstie Donnelly MBE
Director-General and Chief Executive Officer
The City and Guilds of London Institute

The City and Guilds of London Institute was founded in 1878 and granted Royal Charter in 1950. It is the founding organisation of the City & Guilds Group and its businesses. City & Guilds is a City & Guilds Group business.

The City and Guilds of London Institute





Reaching the end of the apprenticeship journey

When results for each of the individual components are available, the IEPA certifies the overall result, ending your EPA journey!

Overall EPA grade

Component	Grade	Date	Action
9794-701 - Showcase Portfolio	Distinction	14/04/2020	Download
9794-702 - Practical observation	Distinction	14/04/2020	Download
9794-703 - Professional discussion	Distinction	14/04/2020	Download
Overall Certification	Distinction	14/04/2020	Download

100 Complete

Access overall statement of achievement certificate



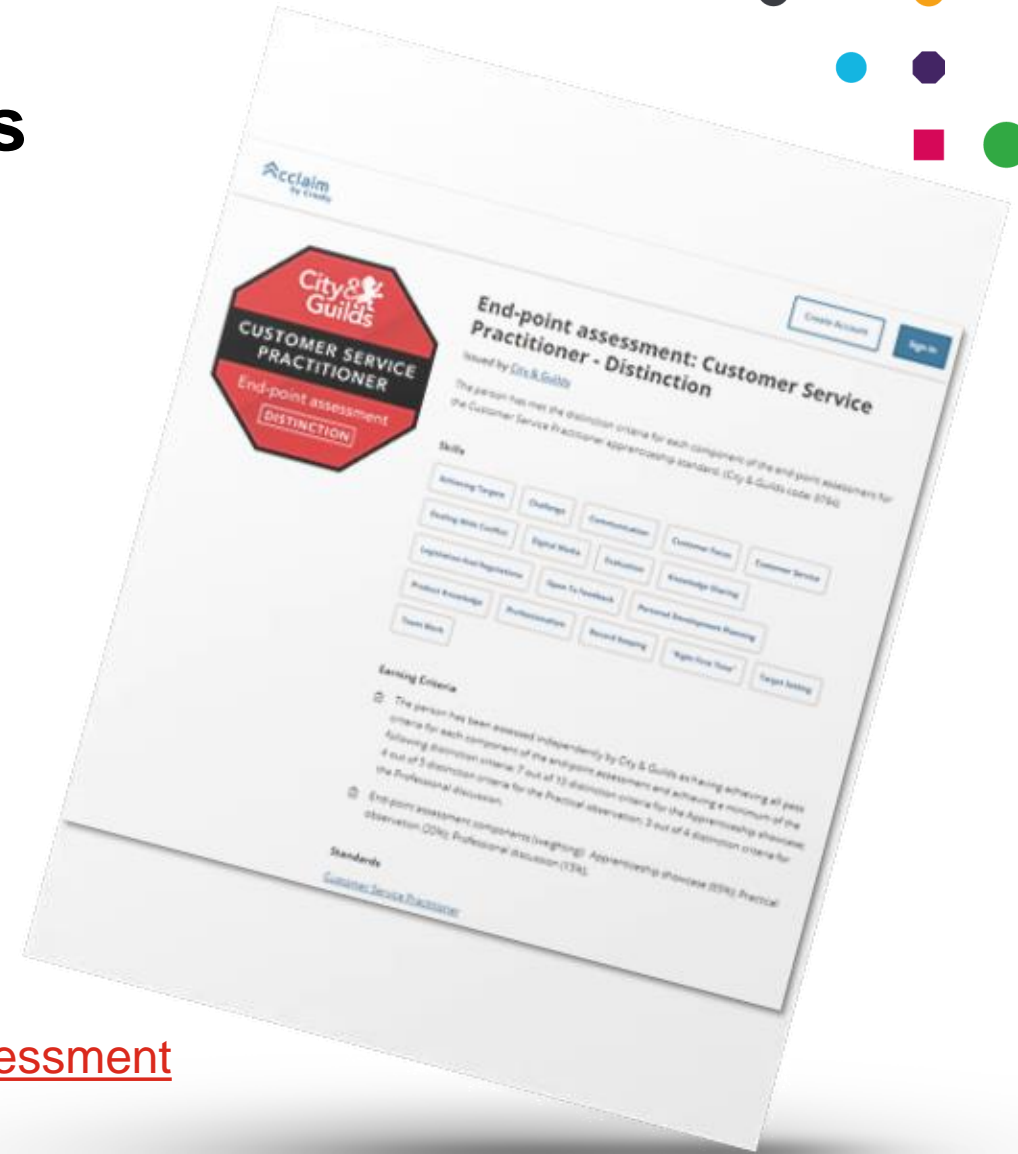
Show every skill with digital credentials

As well as the online individual component and overall EPA statement of achievement on-line certificates, City & Guilds issue a digital credential on completion of end-point assessment

- You can share this digital credential on **LinkedIn** and **Facebook** or as part of an **on-line CV**
- Anyone viewing the digital credential sees what things you did (and what skills you picked up) to earn this badge

- Find out more at

<https://www.cityandguilds.com/digital-credentials/end-point-assessment>

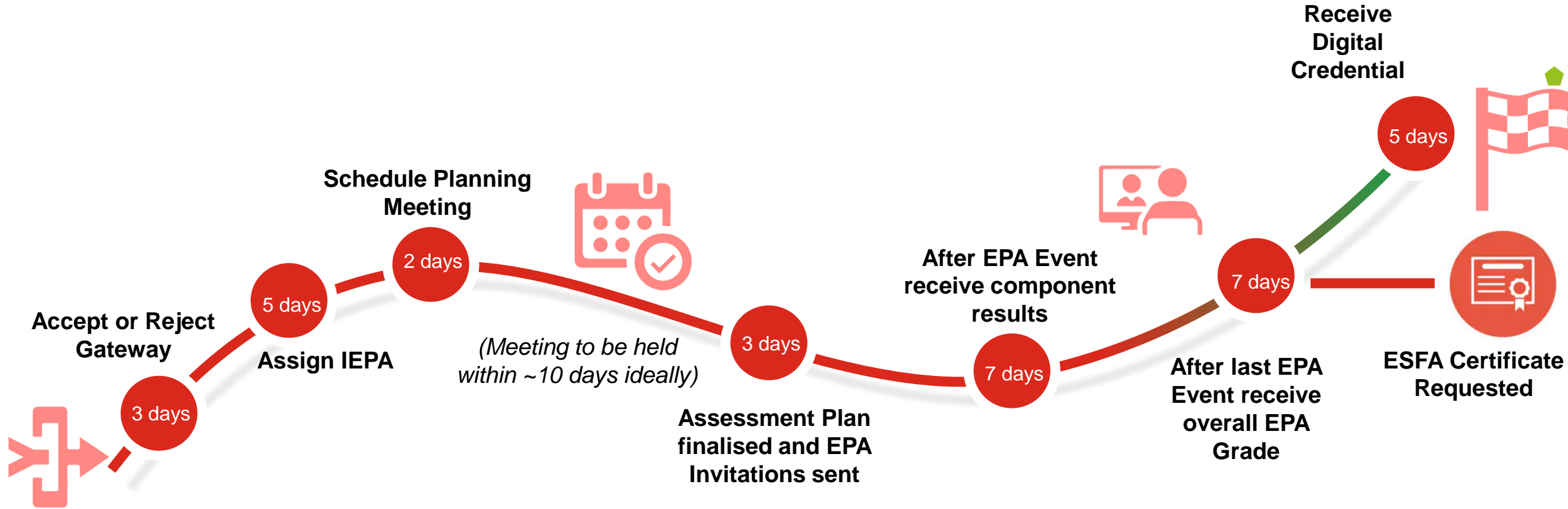


Support throughout the 8 stages

SLA's, dashboard and reporting



City & Guilds SLA's (where applicable)



Gateway submission



A City & Guilds Group Collaboration



Planning Meeting



EPA Events



* Days are working days

Apprentice Assessment Progress – View and monitor

Assessment Progress

Apprentice Four

Apprentice Four
9494-12 Level 3 Customer Service Specialist
Employer 1

Component	Date	Status	Result	Notes	Action
9494-701 Practical Observation	01-09-2020 10:00	Complete	Pass		<input type="button" value="View Assessment Info"/> <input type="button" value="View QA"/> <input type="button" value="View Results"/>
9494-702 Presentation & Interview	02-09-2020 09:00	Pending QA			<input type="button" value="View Assessment Info"/> <input type="button" value="Edit Results"/>
9494-703 Professional Discussion	03-09-2020 09:00	Pending Results			<input type="button" value="Add Assessment Info"/> <input type="button" value="Add Results"/>

Apprentice Four - On Programme - 9494-12 Level 3 Customer Service Specialist

Overview Profile Notes

Registration Gateway Planning Assessment Certification

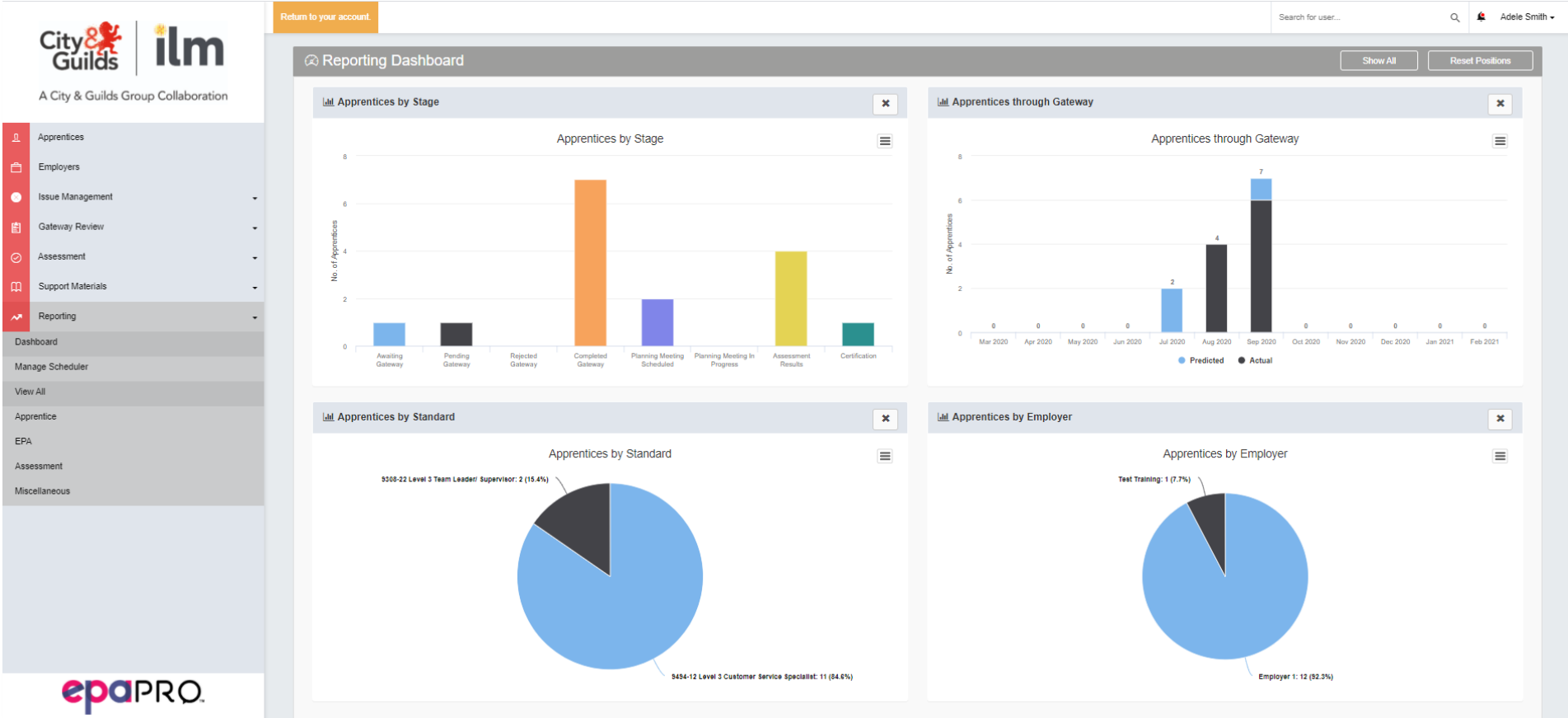
Registered on 25/08/2020 Submitted on 25/08/2020 Completed

No upcoming events

9494-701 Practical Observation	Pass	25/08/2020	<input type="button" value="Download"/>
9494-702 Presentation & Interview	Pending		
9494-703 Professional Discussion	Pending		

40
Complete

Reporting – Main Dashboard View



Reporting – Suite of reports and scheduler

Reporting					
Apprentice	EPA	Planning	Assessment	Certification	Miscellaneous
Name		Action			
Apprentice Details		<input type="button" value="Load"/> <input type="button" value="Manage"/> <input type="button" value="Saved Reports"/>			
Change of Circumstance		<input type="button" value="Load"/>			
Past Programmes		<input type="button" value="Load"/>			

- Full suite of reports and this is growing all the time.
- You can use the schedule tool to send specific reports by email at the frequency you need to whoever needs them.

Add Schedule

Schedule Details

Name

Report

Frequency

Recipients

Active

Support and Feedback



Contact us via:
centresupport@cityandguilds.com



0844 543 0000 (option 5)



Webchat on our contact us page
www.cityandguilds.com/help/contact-us

We'd love your feedback on how we can improve through our feedback link found either on

- <https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service>
- or in the useful links section in EPA Pro

Feedback on our EPA Service Delivery

We'd love to hear your feedback and ideas on how we can improve our EPA Service Delivery, how can we make your life easier?

Let us know



Thank you

