

## Questions and Answers

# The EPA journey – supporting you every step of the way (England)

**31 May 2018**

We received lots of questions at our webinar on 31 May so have grouped questions to make it easy to find what you're looking for. Please email any further questions to [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com)

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### The EPA process

**Do centres have to complete an approval form to purchase EPA from City & Guilds? If so, is there a cost?**

Existing City & Guilds centres are required to complete an EPA application form. If the apprenticeship standard contains a mandatory qualification then centres must apply for and obtain approval for that qualification in accordance with the City & Guilds centre manual.

**Does the employer decide when to register apprentices onto end-point assessment (EPA)?**

Approved centres will use our EPA service to decide when to register apprentices with us.

### **How do I upload from our e-portfolio to the EPA portal?**

Guidance on uploading evidence to our EPA portal is sent to customers when they make a reservation for EPA.

### **What happens if the apprentice cannot provide certificates of qualifications for gateway requirements? Will a personal learning report suffice?**

Yes, we accept the same evidence as Apprenticeship Certificates England.

### **My apprentices have very confidential work, how will I evidence this in a portfolio? The employer won't allow much of their work to be used.**

We take every possible step to ensure the confidentiality of any information you provide to us. You can also anonymise the evidence submitted to us where possible.

## **The assessment**

### **How can I find out how an assessment is performed? E.g. will the assessor write down the observation or will they record it electronically?**

The EPA pack details all assessment methods to be used for each standard. It includes how assessor information will be captured.

### **I've heard that the apprentice will be leading the professional discussion. Is the apprentice required to do the talking rather than being prompted?**

Our assessor would lead each professional discussion and guide the apprentice. For further information please refer to the EPA pack for each standard.

### **Are professional discussions always centered on a portfolio of evidence? If so, where does the assessor receive the portfolio from?**

Not all professional discussions focus on a portfolio of evidence, some focus on continued professional development (CPD). This varies by standard and is detailed in the assessment plan and our EPA packs. If the professional discussion covers elements of a portfolio of evidence, it will need to be uploaded onto our EPA portal before the professional discussion takes place. You'll receive instructions on how to do this after booking an EPA with us.

### **What are the ID requirements for EPA?**

Each apprentice must present a photo ID to the assessor on the day of the EPA. For further information please refer to the [EPA Manual](#).

## **Funding and payments**

### **What funding do I receive after the gateway declaration?**

80% of funding is paid proportionally over the duration of the on-programme phase and the final 20% is paid on completion of EPA, once the individual learning record (ILR) has been updated with the outcome and submitted to the ESFA.

### **Is the 20% retention fee released if an apprentice fails EPA?**

The 20% final payment is released on completion of EPA. The apprentices' ILR must also be updated with the outcome and date of when the final EPA component took place.

### **Are EPA assessment prices the same for all standards?**

Prices vary per standard. Please refer to our [EPA pricing guide](#).

### **Will the balance of the EPA fee be taken after the first result, even if it's a fail?**

The EPA balance is taken after the completion of the service. If the service is required again due to the apprentice needing to resit, the balance will be taken after completion of the resit.

### **What is the charge for an EPA resit, and does it vary by component? Also, will I be charged for a cancellation?**

The charges for resits vary depending on the standard and the component. Cancellation charges depend on the notice period provided. For further information please refer to the [EPA Manual](#).

### **Do you pay the cost of SmartScreen separately for each standard?**

SmartScreen teaching and learning support packs are sold per standard at a price of £350 for an annual unlimited licence.

### **If an apprentice leaves the programme after we've paid the £25 registration fee, will we get the money back as credit?**

The registration fee is non-refundable.

### **Do you negotiate EPA prices based on numbers?**

Please discuss this with your business manager.

## **City & Guilds support materials**

### **How can I access your learning materials and practice tests for the new standards?**

The City & Guilds and ILM EPA customer packs and sample tests are available from Walled Garden. Please contact our Customer Services team for further information on accessing learning materials on Solar and Illuminate.

### **How can I get access to the EPA packs?**

For City & Guilds apprenticeships:

- The EPA packs are available on Walled Garden and our website in the 'documents' tab of individual standards. The password can be found on Walled Garden.

For ILM apprenticeships:

- The EPA packs are on Walled Garden.

### **Are SmartScreen resources available for ILM and City & Guilds apprentices?**

Yes, but they are dependent on the standard.

### **What SmartScreen resources are available to help my apprentice complete their standard?**

1. On-programme resources are available including; apprenticeship training manuals, learner journals and lesson plans. The resources available will vary per standard.

Our EPA preparation tool – provided free when registering your apprentice for EPA.

### **Do you offer a unit/module to help apprentices prepare for EPA delivery?**

Our EPA preparation tool contains a range of resources to help apprentices prepare for and feel confident and ready for assessment.

### **Are there any further apprenticeship specific webinars?**

All of our upcoming apprenticeship events are advertised on our [apprenticeships events page](#). You can also sign up for our [email updates](#) to receive notifications for our upcoming webinars.

For ILM events please click [here](#).

### **Your penultimate slide has an EPA checklist, where can I get this?**

You can download our EPA checklists for employers, providers and apprentices and our 'how to choose an EPA organisation' guide [here](#).

## **EPA preparation**

### **What is the EPA preparation tool?**

Our EPA preparation tool is designed to help apprentices feel ready for their EPA by providing a range of online content, tailored to their standard and confidence levels. Apprentices get access as soon as they're registered for EPA.

### **Can the EPA preparation tool be used for on-programme delivery or lessons? Can tutors access it as well as apprentices?**

The EPA preparation tool is available for tutors and apprentices and becomes available when an apprentice is registered for EPA. Therefore it's available after the gateway and on-programme learning phases of the apprenticeship.

The EPA preparation tool is personalised to individual users, using it in a classroom setting would take away that personalisation and is not recommended.

## **Results**

### **What is the process if an apprentice fails?**

If an apprentice fails one or more EPA components, we issue a 'notification of candidate results' containing information to help you arrange a resit(s). Feedback is also provided on the component(s) failed. All resits can be booked via Walled Garden by selecting the resit module.

The specific rules for resitting EPA components vary from standard to standard. Further information is provided in the EPA customer packs for each standard.

### **If an apprentice fails, will the feedback take 20 days to arrive?**

It takes up to 20 days to process the assessment documentation and to send back the results.

### **Is there an appeals procedure if an apprentice fails the EPA?**

Yes, details on the results enquiries and appeals processes are available in the [EPA Manual](#).

### **How many resits are allowed?**

Some standards specify the number of resits allowed while others do not. For further information please refer to the EPA customer packs for each standard.

### **Are apprentices limited to one retake in the Adult Care Worker and Lead Adult Care Worker apprenticeship standards?**

Retake and resit rules are detailed in the EPA packs for these standards, please refer to these.

## **Independent end-point assessors**

### **Where can I apply to become an independent end-point assessor (IEPA)?**

You can find details on becoming an IEPA [here](#).

### **How are you planning to address possible conflicts of interests with assessors conducting EPA? E.g. if they work for a learning provider?**

We have strict policies and procedures to ensure that any conflict of interest is mitigated. As part of these, all our assessors regularly declare potential conflict of interest.