

	Question	Answer
1.	If an Apprentice attends college on a weekly basis can the EPA be in the college?	Yes. Please ensure the college has checked the centre guidance so the apprentice has the best possible opportunity on their EPA observation.
2.	Is there additional support or time allowance for Apprentices with learning difficulties or social barriers?	Access to Assessment requirements still applies.
3.	What time should the IEPA arrive at the EPA venue?	It is recommended that the IEPA arrives 30 minutes prior to the agreed start time. This gives the IEPA time to introduce themselves to the apprentice/s to put them at ease and to check each appointment schedule to ensure the full requirements of the EPA is being covered.
4.	Is a copy of the Apprentices ID okay rather than the original?	Yes, if it is clear and contains a photograph
5.	What happens if the Apprentice does not bring their photographic ID on the day of the EPA?	If there are concerns over the validity/identity of the Apprentice, the IEPA will liaise with the EPA team who will make that decision in liaison with the EPA customer.
6.	Could you clarify that an Apprentice can complete their EPA in their own salon/workplace?	EPA environment The End-point assessment can take place at the employer’s salon, a training provider’s salon, or a college’s salon. As far as reasonably practicable the location of end-point assessment should match conditions of a real work environment (RWE).

7.	Do I have to register my Apprentice with an approved centre for EPA?	No.
8.	Do you have a list of approved venues?	No, Apprentices can be assessed in their own salons or within a college or Training providers own RWE, as long as the venue meets the EPA requirements for apprentices to be able to complete their observation.
9.	Could a member of staff that the apprentice has worked with be with them in the salon?	<p>There needs to be a designated person on the day of EPA, but it must not be their Assessor, IQA or anyone that has been involved with their training and assessment.</p> <p>Anyone who has been part of the apprentices training and assessment, should not be present in the location of where the apprentice is completing their EPA.</p>
	Can EPA be carried out in the Apprentices salon?	Yes, EPA can be done in-house, but only if the salon has a clearly separated area where the Apprentice will not be disturbed and can operate e.g., no assistance provided and no risk of collusion or support.
10.	Can an EPA be carried out over the weekend?	Yes, EPA’s can be carried out on any day, including Sunday’s.
11.	When should the appointment schedule be uploaded onto the EPA Pro?	The appointment schedule should be available for the IEPA to review 2 weeks prior to the EPA, if there are changes by the time of the EPA you can update the IEPA on the day of the EPA.
12.	If the appointment schedule is not uploaded onto EPA Pro does the centre need to have the appointment schedule available on the day of the EPA?	<p>Yes, the IEPA needs to have the appointment schedule on the day, as it is needed to be able to assess “Professionalism and values”.</p> <p>“The apprentice can manage and run a column within expected service times”.</p> <p>The apprentice needs to have decided and understood why they are completing the treatments in the order they are planning, and ensure one treatment does not contra-indicate another. e.g. lip wax performed before a facial or make-up.</p>
13.	Is there a generic appointment schedule that should be used?	No. It is up to the customer to produce their own schedule.

14.	What should the appointment schedule include?	Times, client’s names and services being carried out, however it is good practice to include as much detail as possible, for example: services, products and techniques that will be used per client.
15.	Do clients have to sign to give consent to take their photos?	Yes, the IEPA will ask the nominated centre contact at the salon shop to get all clients to sign to agree that City & Guilds may take photographs.
16.	Can clients bring in their children into the salon to wait for them?	No, they need to be aware that the apprentice is under exam conditions, and this could be a distraction.
17.	Does the Apprentice get a breakdown of their results?	If the EPA is a fail, the apprentice will be given feedback on what element of the EPA was NOT achieved, however at present the apprentice does not receive a breakdown if they obtain a pass or distinction
18.	If the Apprentice achieves a “Pass”, can they resit to achieve a higher grade?	No – this requirement has been set by the Trailblazer Employer group for the Beauty standard.
19.	If the Apprentice fails one part of the EPA, can they just resit the area they didn’t achieve?	No – they would need to resit the whole EPA Observation
20.	If the Apprentice fails their EPA, can they resit?	Yes
21.	Will the IEPA feedback to the Apprentice on the day re the grade.	No – IEPAs will not provide any feedback directly to the apprentice, either during or after the assessment.
22.	Are resits charged at the same fee as the first EPA?	Yes.

23.	Can an Assessor/IQA from the centre be present during the EPA?	No, there needs to be a designated person on the day of EPA, but it must not be their Assessor or IQA and the designated person cannot be in the vicinity of the apprentice whilst they are completing their observation.
24.	Can an Assessor/IQA be in the same building where the EPA is taking place?	Yes, they can be in the same building, but not in the same room as where the apprentice is being assessed.
25.	Is it alright for the apprentice to take photos of their own clients?	Yes.
26.	Can grading criteria be shown to Apprentices & Employers?	Yes, they should be fully aware of what they need to do to achieve a pass or distinction. The Beauty standard assessment plan and criteria is available on IFATE
27.	Is a uniform expected to be worn for the EPA	Yes, a uniform is required as this is part of their professional practice and will be reviewed by the IEPA as part of the EPA Observation.
28.	If an Apprentice fails the EPA, can they use the same client again for the resit?	Yes, as long as they still meet the full requirement of the EPA
29.	Does the EPA need to be on a paying client?	No.
30.	What would happen if the Apprentice didn't follow correct health & safety practices and procedures during the End-Point Assessment (EPA)?	<p>Should an apprentice fail to follow correct health and safety practices and procedures during practical assessment depending on the severity and risk of harm the IEPA may stop the assessment, and the apprentice advised of the reasons why. It is at the discretion of the IEPA to confirm whether the End-Point Assessment can restart. The IEPA must also make the EPA team aware and log the details on the IEPA Assessment Confirmation Form within the Incidents section.</p> <p>If the apprentice didn't follow industry standards and the health & safety practice isn't detrimental to the client or apprentice the IEPA will continue to observe the apprentice, however the likelihood will be that the apprentice will not have met some of the criteria and therefore the observation will be a fail.</p>

31.	Can open toed shoes been worn by the Apprentice?	No, this would be a fail under “Safe Working Practices” for wearing open toed shoes, as this would be a breach of health & safety. Flat, closed in shoes should be worn.
32.	Can the Apprentice have an assistant during the EPA?	No, however, there can be a receptionist present to meet and greet clients, make refreshments etc.
33.	Does the Apprentice need to complete a consultation sheet?	<p>The apprentice would be expected to complete a record card which records client details and checks medical history, A consultation would be expected, and this can be recorded on the salons/centres generic paperwork that they would usually use or verbally completed, and records updated accordingly.</p> <p>It is not expected that the apprentice will conduct lengthy consultations with the clients.</p>
34.	Are the Apprentice’s breaks included in the 5 hours for Beauty Therapy?	No, reasonable breaks can be given to the learner i.e. lunch, water breaks etc. however so the EPA is not prolonged it would be recommended for the apprentice to have a short 30 minute lunch,
35.	Can male clients be used for the Beauty EPA?	Yes, as long as they meet the full requirements.
36.	Can the models be familiar to the apprentice?	Yes, however the client must not be occupationally competent in the standard being observed. We would advise wherever possible that the apprentice does not treat clients who they know, this can disadvantage the apprentice at times as their professionalism isn’t maintained.
37.	Do they need to wear gloves for any element of the EPA	Yes, gloves would be expected where there is a risk of blood borne viruses being spread and in line with the current national occupational standards (NoS)
38.	Can they bring their own tools to the EPA?	Yes, they can, as long as they are in good working order

39.	Is cuticle work expected during the hand and foot treatments?	Yes. This forms an integral part of the hand and foot treatments and is expected in industry.
40.	Am I required to carry out a massage during the hand and foot treatments?	Yes. This forms an integral part of the hand and foot treatment and is expected in industry.
41.	What happens if the client's hair is not long enough for waxing?	If the client does not have sufficient hair growth, you will be expected to provide an alternative client so that the service can be completed effectively. It is always beneficial to prepare clients for the service by telling them NOT to remove any hair for at least 3 weeks prior to the EPA
42.	Is the apprentice allowed to double dip their spatula for waxing?	For best practice it would be advised to perform the waxing service with single use spatulas as stated in the NoS. Especially where there is a risk of blood born pathogens.
43.	When carrying out a facial, is a bowl of hot water and mitts enough to cover the criteria?	No, the standard clearly states that the apprentice needs to use either a steamer OR a hot towel warmer.
44.	When carrying out a facial, do you have to carry out a heat treatment?	No, the standard states that you can use either a skin warming device (Steamer or towel warmer) OR use a magnifying lamp.
45.	If the client wants a brow tint instead of a lash tint can the apprentice do that?	No, the standard states that an eyelash tint needs to be completed
46.	Is the apprentice allowed to wear nail varnish	In line with the occupational standards the apprentice is expected to have short, clear, unvarnished nails.
47.	Is the apprentice required to complete individual tasks in a particular time frame	Yes, as much as there is an overall time allocated for the EPA, in order for the apprentice to demonstrate that they are commercially viable and that the client leaves satisfied, it is important that the apprentice demonstrates that they can work to commercially acceptable timings for individual services.
48.	Is the apprentice allowed to use makeup items directly from the pot?	If there are suitable methods visible for maintaining hygiene standards when using makeup items, then yes. If these sanitising items are not available or visible, the apprentice would be expected to decant their products and use disposable single use items such as mascara wands etc. in line with the expected industry hygiene practices.

49.	Do the treatments need to be applied in a particular order?	No, the apprentice can choose to work in their preferred order of services, however, consideration needs to be given on how to prevent contra-actions from occurring when combining services on one client. Incorrect treatment planning will not enable them to demonstrate that they are following ‘safe working practices’ or professional behaviours for treatment planning.
50.	Can toe separators be used in the foot treatment?	Yes, if they are disinfected or are single use that the client takes, or are thrown away.
51.	What skin tests need to be carried out prior to the EPA?	Clients who will be receiving the relevant services are required to have a skin test for tint and lash glue
52.	What happens if an apprentice goes over the allocated time?	If your End-point Assessment runs over the allocated hours, the IEPA will liaise with your centre contact, the EPA will either be finished with the centre contact or the IEPA will stop the EPA.
53.	Am I able to use the discretionary 10% extra time?	The discretionary additional time is only awarded on an individual basis where the IEPA deems that it was required. Please do not rely on this time or include in your total time for EPA.
54.	The Apprentice has no evidence that their client has been skin tested. Can the assessment still take place?	No, there needs to be evidence in place that the IEPA can verify prior to EPA commencing.
55.	What evidence will the apprentice need of a skin test?	Client record card/details with dates of tests and outcome of the test.
56.	Can a gel polish be applied during the hand and foot treatment?	No, the task clearly states that a dark and French nail polish must be applied.
57.	If there is more than one apprentice at the EPA do they have to follow the same treatment plan?	No, they don’t. If all apprentices are from the same college/employer, it might help with planning and practice if they did follow a similar plan. E.G.

		<p>Client 1 AM – ½ leg & U/Arm wax, hand treatment with mask, & French polish, foot treatment with exfoliator & dark polish, make-up, strip lashes & brow artistry</p> <p>Client 2 PM – back, neck & shoulder massage, facial and ELT</p>
58.	Can apprentices have their trolley pre-set in another area ready for their 2 nd client. E.g. behind a curtain or another area of the salon	Yes
59.	Do apprentices need to tidy the area before moving onto the next treatment/client?	Yes, this further demonstrates their professionalism, behaviours, and safe working practice. We do not expect a full clean down during the EPA, however the apprentice must demonstrate effective planning and professional working behaviours as they would to run a column.