

# CANCELLATION AND RESIT / RETAKE POLICY

## Introduction

This document outlines Excel Me's approach to the cancellation, resitting and/or retaking of End point Assessments (EPAs). Some Apprentices will not pass End-point Assessment at the first attempt, they may therefore be required to re-sit/retake the assessment.

- **Resit:** A Re-sit is taken by the Apprentice without further training.
- **Retake:** A Retake is attempted after the Apprentice has received further training.

Cancellations fall into one of three categories:

- **Rearranged assessments:** changes to the assessment schedule made between the apprentice and the assessor, and agreed with the employer and training provider more than seven days before the planned assessment date
- **Cancelled assessments:** changes to the assessment schedule made between the apprentice and assessor, and agreed with the employer and training provider less than seven days before the planned assessment date
- **No-shows:** where an apprentice fails to attend an assessment at the agreed date, time and location without notice or where cancellation occurs on the day of the assessment.

## Cancellations

Following the apprentice's planning meeting with their assessor, dates, times and locations will be agreed between both parties for all components of the EPA. Once agreed, any changes to this schedule will be considered either a rearranged assessment, cancelled assessment or a no-show. Timescales and charges are outlined below:

| Stakeholder                   | Timescales                       | Fee    |
|-------------------------------|----------------------------------|--------|
| <b>Rearranged assessments</b> | More than 7 days from assessment | No Fee |
| <b>Cancelled assessments</b>  | Less than 7 days from assessment | £100   |
| <b>No-shows</b>               | Day of assessment                | £150   |

## Cancellation Policy

If an apprentice wishes to cancel or rearrange an assessment, it is the responsibility of that individual to inform their assessor, training provider and employer. All apprentices agree to communicate their request to cancel or reorganise their assessment following the planning meeting with their allocated assessor. For rearranged assessments more than seven days before the planned assessment date, apprentices should contact their assessor, training provider and employer to discuss alternative days/times/locations. For cancelled assessments less than seven days before the planned assessment date, apprentices must contact their assessor, employer and training provider at the earliest opportunity. Employers and training providers may wish to discuss the reasons for the cancellation, as costs will be incurred. Where an employer or training provider wishes to cancel or reorganise an assessment on the apprentice's behalf, they too should inform all parties as above. Excel Me will endeavour to reschedule assessments at the earliest available opportunity. However, all stakeholders should be aware that cancellations may have the effect of delaying completion of an apprentice's EPA.

On occasion, Excel Me may need to reorganise or cancel a planned assessment as a result of unforeseen circumstances, for example, assessor illness. In such instances, no charge will be applied. Rescheduled assessments following reorganisation or cancellation will be prioritised by Excel Me, agreed with apprentices, and communicated to training providers and employers.

## Responsibility

The Head of Apprenticeships is accountable for monitoring and implementing this policy and its impact.

## Resit and Retake Arrangements

Re-sits/re-takes timeframes are determined by individual standard assessment plans. Unless otherwise stated in the assessment plan, all resits should be conducted within the defined maximum EPA period for that standard, and typically within three months of the initial result notification. Up to date assessment plans can be found on the IfATE website.

Only failed components can be re-attempted. Apprentices cannot re-sit or retake a passed component to improve a grade. Additionally, resitting or retaking a failed component will not improve the grade of any already passed component. The Employer and the Training Provider will, with the aid of feedback provided by Excel Me, decide whether a resit or a retake in the failed component(s) is appropriate. Resits/Retakes will be conducted by a different Assessor to avoid bias and preconceptions, ensure impartiality, and to maintain the integrity of the assessment.

Excel Me does not limit the number of resits or retakes that an apprentice may undertake in attempting to pass their EPA (unless specified in the specific standard's assessment plan); however, training providers/employers are advised to carefully consider continued assessment beyond three failed attempts. It is expected that training providers/employers will provide Excel Me with a rationale as to an apprentice's ability to pass an assessment that has been failed three times or more before a subsequent attempt can be booked. Training providers should contact Excel Me to discuss individual cases.

## Resit and Retake Fees

Reassessment fees can be found in the Excel Me fee list available on the website.

## Process

Following an assessment, Excel Me will publish results via TALUS and contact the training provider within five working days. Where an apprentice has failed one or more elements, a recommendation will be made as to whether an apprentice requires a resit or a retake. Where a resit is required, Excel Me will seek confirmation from the training provider that the apprentice may resit and issue an invoice for the reassessment fee.

Following this, the assessment will be rescheduled in conjunction with the assessor, employer, training provider and apprentice. Upon recommendation that an apprentice retakes an assessment, the apprentice is defined as having gone 'back into learning' by Excel Me. They should be supported by an action plan between the employer and training provider, based on the feedback from Excel Me. Once the employer and training provider feel the apprentice is ready to undertake their assessment, the training provider should inform Excel Me, who will raise an invoice for the related reassessment fee. The assessor will then make contact to agree the date(s) on which assessment(s) will take place.

## Special Consideration and Reasonable Adjustment

If it is believed that extenuating circumstances impact an Apprentice's ability to effectively demonstrate their knowledge or ability, or take an assessment component, special consideration/ can be given/made, on a case-by-case basis. Full guidance can be found in Special Consideration Policy and Procedure and Reasonable Adjustments Policy, made available on the website.

## Excel Me Contact Details

Excel Me, Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

**Tel:** 01922 645097

**Opening Hours:** Monday to Friday 8.00-16.00

**Website:** [www.excelme.co.uk](http://www.excelme.co.uk)

**Email:** [info@excelme.co.uk](mailto:info@excelme.co.uk)