

EXCEL ME

APPRENTICESHIPS

END POINT ASSESSMENT

MANUAL



EXCEL ME

APPRENTICESHIPS

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1. INTRODUCTION

Who is this document for?

This document is for training providers, employers and apprentices using the Excel Me EPA service.

The manual should be read in conjunction with the Excel Me policies. All policies can be found here: <https://www.excelme.co.uk/end-point-assessment-policies-and-procedures/>

EPA Documents

The IfATE are responsible for several documents that support the delivery and assessment of apprenticeships. These are available at: <https://www.instituteofapprenticeships.org/Apprenticeship-standards/>. There are two key documents relating to End Point Assessment, these include:

Apprenticeship standard – sets the key requirements for the apprenticeship including the KSBs. Apprenticeship standards also capture the minimum duration of the apprenticeship and any required qualifications.

Assessment plan – details the requirements for EPA including:

- What will be assessed
- How it will be assessed, and
- How the overall apprenticeship will be graded.

The assessment plan will also include details of any qualifications (the on-programme phase) that are required to be completed before the EPA, either prior to starting or during the apprenticeship.

1.1 End Point Assessment

All apprentices must undergo an independent assessment at the end of their apprenticeship training to verify their occupational competence. The Independent End-Point Assessment (EPA) is crucial for ensuring employers that apprentices who complete an apprenticeship standard are capable of performing their trained occupation and demonstrating the knowledge, skills, and behaviours (KSBs) specified in the apprenticeship standard.

Only an independent End-Point Assessment Organisation (EPAO) can conduct the EPA. Each apprenticeship standard's assessment plan details the methods to be used for the assessment. Independent End-Point Assessors (IEPAs), who are experts with the necessary occupational expertise, carry out these assessments.

1.2 Apprenticeship Standards

Apprenticeship standards and their corresponding assessment plans are created by employers to outline the knowledge, skills, and behaviours (KSBs) an apprentice needs to excel in their occupation. Each standard is paired with an assessment plan that details what will be assessed (the KSBs specified for each assessment component) and the methods for assessment. Comprehensive information about apprenticeship standards and their assessment plans is available on the Institute for Apprenticeships & Technical Education's website at www.instituteforapprenticeships.org/apprenticeship-standards/.

1.3 Excel Me Offering

As a specialist skills partner of Safety Training Awards, an award-winning Awarding Organisation offering Ofqual regulated professional qualifications, Excel Me prides itself on its knowledge and understanding of employers skills needs in the leisure and hospitality industries. Our highly professional team of assessors have lived experience across all the apprenticeship standards we assess, and this enables us to uniquely produce high-quality and fit-for-purpose EPAs in the sectors we serve.

2. THE EXCEL ME APPRENTICESHIP JOURNEY

Stage 1 - EPA agreement

The Excel Me EPA agreement is signed and submitted by the training provider, whilst apprentices commence their apprenticeship programme.

Stage 2 - Apprentice registration, on-boarding and support

Once the EPA agreement is signed, Excel Me, the apprentice, the employer and training provider will attend a planning meeting to outline the EPA process and the support available. Excel Me will provide guidance and assessment support materials and prepare the Training Provider on how to use the EPA management system so that apprentices can be registered.

Stage 3 - EPA readiness

Excel Me, the apprentice, the employer and training provider will meet to check on the progress of the apprentice. All pre-gateway requirements as set out in the apprenticeship standard must be achieved at this stage. Once all parties have confirmed the apprentice is ready, EPA can commence.

Stage 4 - EPA scheduling

Once gateway submissions have been submitted, assessment dates will be confirmed with the apprentice, end point assessor, training provider and employer. Excel Me will provide support with the booking process and the requirements and expectations of the EPA components so that the apprentice is fully prepared.

Stage 5 - EPA activity

The training provider, employer and Excel Me will ensure that EPAs are undertaken in line with the requirements of the assessment plan and take place on the agreed date. The end point assessor will assess the apprentice and submit the outcomes ready for certification.

Stage 6 - Results and certification

Once the assessments results have been confirmed, they will be made available to the apprentice. Should a fail result be recorded, the apprentice may need further training prior to a resit. Excel Me will submit assessment outcomes to the ESFA for certificates to be issued.

There are three distinct phases of the apprenticeship, that include:

1. On-programme learning
2. Gateway
3. End-point assessment (EPA).

The details and requirements behind each of these stages are outlined in the associated apprenticeship standard and assessment plan for each apprenticeship.

2.1 On-programme learning

On-programme learning is the phase during which apprentices develop the knowledge, skills, and behaviours (KSBs) outlined in an apprenticeship standard, which will be assessed by the EPA. This includes both 'on-the-job' and 'off-the-job' training and learning to enhance the apprentice's KSBs.

On-Programme Learning (OPL) must adhere to the requirements specified in the apprenticeship standard. OPL can only be conducted by organizations listed on the Apprenticeship Provider and Assessment Register (APAR), which includes approved organizations authorized to provide apprenticeship training and receive public funds. The Education and Skills Funding Agency (ESFA) maintains this register, and employers can select their training provider from this list.

2.2 Gateway

Gateway is the period between an apprentice completing their training and starting their end-point assessment (EPA). During this time, the apprentice must demonstrate the knowledge, skills, and behaviours (KSBs) they have acquired.

To enter Gateway, the apprentice must meet the minimum requirements outlined in their apprenticeship assessment plan,. The gateway process confirms that:

- The apprentice has gained the required experience to meet the knowledge, skills and behaviours (KSBs) specified in the standard, and be competent in their job role.
- The employer is satisfied the apprentice is consistently working at, or above, the level of the standard
- The apprentice has achieved maths and English at the required level
- The minimum duration of the apprenticeship has been met.

When the employer, training provider, confirm that the apprentice is ready for Gateway, all required evidence as outlined in the assessment plan, and the Gateway declaration form must be submitted by the training provider to confirm readiness. The apprentice can then proceed to begin their EPA.

As part of the booking process, employers must complete and sign the Gateway Declaration Form relevant to the assessment plan.

This form confirms that both the employer and training provider are satisfied that the apprentice has completed all relevant on-programme learning and met all other requirements for progressing to the EPA. This form also requires the apprentice, employer and training provider to confirm authenticity of the apprentices work.

Excel Me will review any required arrangements or adjustment as set out in our EPA Reasonable Adjustment Policy.

2.3 End Point Assessment

The end-point assessment (EPA) is undertaken by the apprentice after completing the on-programme learning, allowing them to demonstrate the necessary knowledge, skills, and behaviours (KSBs) to complete and pass their apprenticeship. EPAs are graded according to the criteria specified in the published assessment plan.

The EPA for a given apprenticeship standard is consistent for all apprentices, regardless of any prior learning or professional experience. The EPA is entirely independent of any work done during the on-programme learning stage, and no prior learning or qualifications are accepted as prior learning.

Successful completion of the EPA signifies that the apprentice is competent in their role and results in the award of an apprenticeship certificate by the Institute for Apprenticeships and Technical Education (IfATE). Excel Me has developed the EPA to align with all the requirements of the apprenticeship assessment plan, ensuring the assessments are fit for purpose and meet regulatory standards.

2.4 Funding

Apprenticeship standards fall into funding bands and are the maximum amounts that the government considers to be needed to finance the apprenticeship, including EPA. Funding rules state that the costs for the EPA should not usually exceed 20% of the funding band.

2.5 EPA Fees

The fees for EPA can be found on the Excel Me website. The published fee includes all work associated with the EPA. A separate fee is charged for any resits or retakes where apprentices do not pass their assessment.

Excel Me will invoice for an initial fee at the point that apprentices are formally registered with us. This initial fee is non-refundable. The remaining fee must be paid once the apprentice has undertaken EPA. Further details can be found in the EPA Fees and Invoicing Policy.

2.6 End Point Assessment - roles and responsibilities

Stakeholder	Role
Employer	Work with the training provider (where applicable) to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs
	Arrange and support off-the-job training to be undertaken by the apprentice
	Decide when the apprentice is working at or above the occupational standard and is ready for EPA
	Ensure that supporting evidence required at the gateway is submitted in line with this EPA plan
	Ensure that the EPA is scheduled for a date and time which allows the opportunity for the apprentice to be assessed against the KSBs
	Remain independent from the delivery of the EPA
	Ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete, all post-gateway elements of the EPA, and that any required supervision during this time is in place
Training Provider	Work with the employer and support the apprentice during the off-the job training to provide the opportunities to develop the KSBs as listed in the occupational standard
	Conduct training covering the KSBs agreed as part of the Commitment Statement or the Individual Learning Plan
	Monitor the apprentice's progress during any training provider-led on programme learning
	Advise the employer, upon request, on the apprentice's readiness for EPA confirm apprentice eligibility and readiness for end-point assessment, including mandatory Maths and English qualifications
	Signs off the apprentice as ready for EPA (gateway)
	Supports apprentice's preparations for EPA
	Submits apprentice data securely to Excel Me as part of registration, including confirmation of apprentice consent to share their data with the EPAO and the IfATE
	Works with Excel Me to schedule EPA activities

Stakeholder	Role
Excel Me (the End point assessment organisation)	Conform to the requirements of this EPA plan and deliver its requirements in a timely manner
	Conform to the requirements of the apprenticeship provider and assessment register (APAR)
	Conform to the requirements of the external quality assurance provider (Ofqual) for this apprenticeship
	Understand the occupational standard
	Make the EPA contractual arrangements, including agreeing the price of the EPA
	Develop and produce assessment materials as detailed for each assessment method in this EPA plan
	Appoint qualified and competent independent assessors in line with the requirements of this EPA plan to conduct assessments and oversee their working
	Provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
	Provide information, advice, guidance and documentation to enable apprentices, employers and training providers to prepare for the EPA
	Confirm all gateway requirements have been met as quickly as possible
	Arrange for the EPA to take place, in consultation with the employer
	Ensure that the apprentice has access to the required resources and liaise with the employer to agree this, if necessary, where the apprentice is not assessed in the workplace
	Develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to stakeholders
	Have no direct connection with the apprentice, their employer or training provider in all instances; there must be no conflict of interest
	Have policies and procedures for internal quality assurance (IQA), and maintain records of IQA activity for external quality assurance (EQA) purposes
	Deliver induction and standardisation training for independent assessors
	Maintain security of the assessment in line with the EPAO's malpractice policy
	Verify the identity of the apprentice

Stakeholder	Role
Independent End Point Assessor	Have the competence to assess the apprentice at the level of this apprenticeship and hold any required qualifications and experience as detailed in the IQA section of the EPA plan
	Understand the occupational standard and the requirements of this EPA
	Have, maintain, and be able to evidence up-to-date knowledge and expertise of the occupation
	Deliver the end-point assessment in-line with this EPA plan
	Comply with the IQA requirements
	Have no direct connection or conflict of interest with the apprentice, their employer or training provider
	Attend training, including standardisation events when they start working for Excel Me before they conduct an EPA for the first time
	Assess each assessment method, as determined by the EPA plan
	Assess the KSBs assigned to each assessment method, as shown in the mapping of KSBs to assessment methods in this EPA plan
	Make the grading decisions
	Record and report assessment outcome decisions
Apprentice	Participate in and complete on-programme training to meet the KSBs as outlined in the standard
	Complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider
	Meet the gateway requirements.

3. HOW EPA IS DELIVERED

The below outlines the Excel Me delivery model

Excel Me is appointed as the EPAO
Discussing expected number of apprentices Discussing expected dates for EPAO Confirmation of appointment as the EPAO Signing of contract for EPA services
Support for End Point Assessment
Supporting organisations to prepare their apprentices for assessments Scheduling assessments and understanding EPA requirements Planning meeting
Registering Apprentices
Providing training and access to the TALUS system Uploading apprentice information onto the TALUS system Taking initial payment of 20% of the total EPA fee
Scheduling and Preparing for End Point Assessment
Confirming Gateway evidence including uploading of portfolios or other forms of evidence Confirming Assessment dates, times and deadlines with key stakeholders Reasonable adjustments and special considerations Assessors appointed
Conducting End Point Assessment
Assessment arranged by Excel Me

3.1 Excel Me as the End-Point Assessment Organisation (EPAO)

Where an organisation (employer or training provider) has appointed Excel Me to conduct EPA, we require the following information:

- Organisation name and address
- Main contact name and job title
- Main contact number and email
- Finance contact name and email address (if different)
- The name of the organisation that is drawing down the public funding and completes the Individualised Learner Record (ILR)
- Apprenticeship standard title(s)
- Apprenticeship standard reference(s) and levels
- Estimated number of apprentices in pipeline per standard
- Apprenticeship start date
- Apprenticeship planned end date
- Estimated date of end-point gateway assessment.

3.2 Working with apprenticeship training providers / employers

Excel Me will only engage with training providers and employers that are on the apprenticeship provider and assessment register (APAR). The APAR is a list of organisations that are eligible to receive government funding to train apprentices.

When we work with an organisation for the first time, we will ask them to provide the following information:

- The organisation's UK Provider Reference Number (UKPRN) the organisation's name (i.e. the organisation's name under which they are registered on the APAR)
- Provider type – either 'Main Provider' or 'Supporting Provider.' If they are a Supporting Provider, we require the details of the Main Provider with which they are working organisation office address and contact details
- The names of the organisation key contact for EPA delivery, and
- The details of the employer(s) whose apprentices they are providing training.

Organisations are asked to sign a contract with Excel Me that sets out the terms and conditions of business. Once contracts have been signed, Excel Me will arrange to meet the training provider to discuss the EPA process and timeframes for assessment.

3.3 Apprentice Registration

The training provider must give accurate information to ensure all information used to register apprentices is correct. To register the apprentices for EPA, training providers must provide the following information for each apprentice via the TALUS system:

- Apprentice full name
- Apprentice email address
- Unique Learner Number (ULN)
- Apprenticeship standard
- Apprenticeship start date
- Anticipated Gateway date
- Apprentice additional requirements e.g. a reasonable adjustment
- Apprentice employer
- Employer address (apprentice main base)
- Employer contact name
- Employer email
- Employer contact number
- PO number/invoice reference for registration fee.

Apprentices should be registered with Excel Me no less than three months before their anticipated entry to the EPA. At the point of registration Excel Me will provide the apprentice with access to our online EPA platform TALUS, where they can begin to upload documents that are required within the assessment plan.

3.4 Scheduling and location of the EPA

Excel Me schedule Gateway windows on an on-demand basis. EPA delivery can only commence once EPA gateway requirements have been met. Excel Me will retain a record to prove we have seen and checked evidence that the apprentice has met the gateway requirements, signed the gateway declaration form and completed any mandated qualifications. Excel Me will then agree the date and time of the EPA with the apprentice and employer via the End-Point assessment planning meeting.

Where the assessment plan allows, EPAs will be conducted remotely online. Face-to-face assessment may be offered where the apprentice has a specific individual requirement or where Excel Me has agreed to face-to-face assessment at the point that the contract was signed, or where the assessment plan dictates. Excel Me will provide apprentices with the necessary guidance and instructions relating to online assessment and will provide training providers and employers with guidance on how they are able to support their apprentices with the assessment. The employer, training provider and apprentice is responsible for ensuring that they conduct their assessment in a suitable and appropriate environment.

The employer, training provider and apprentice will be responsible for ensuring that any equipment (including IT facilities) required to complete the assessment is available and that any access requirements are appropriately supported. The apprentice must also pay attention to conditions such as heating, lighting, ventilation, and the level of outside noise. As a minimum, the following criteria should be met:

- A private room that is free from interruption.
- Suitable notices placed outside of the room to reduce noise and distraction.
- A comfortable and safe environment.
- Accessible to people of all levels of physical ability.
- Access to toilets and refreshments for apprentices.

Apprentices must have a device to access the internet (laptop, PC, mobile device) with a microphone and webcam/camera. The Excel Me independent assessor must be able to see and hear them for the duration of the assessment. An internet connection is required to access the assessment and it is important there is a good Wi-Fi connection.

Apprentices are required to show proof of identity at the planning meeting stage and immediately prior to each assessment taking place. Evidence must include one item from the following, which must show a photograph and signature:

- Current Valid Passport (any nationality)
- Employee ID card
- Current Full or Provisional UK Photo Card Driving Licence.

3.5 Assessment non-compliance

Apprentices must behave in a manner that their conduct does not compromise the integrity of the EPA. Apprentices who access the assessment more than 15 minutes late will not be permitted to progress with the assessment. If an apprentice is late for an accepted valid reason, Excel Me may agree to the assessment being re-scheduled. Apprentices who are more than 15 minutes late and do not have a valid reason will be recorded as absent for the assessment and be required to retake the assessment at a later date. An administrative fee may be applied to cover the cost of the new assessment.

Excel Me investigates any potential breaches of the assessment conditions and regulations in accordance with the Excel Me Malpractice and Maladministration Policy. The following list sets out examples of violations. This list is not exhaustive and any other actions/behaviours which may compromise the integrity of the EPA will be investigated.

- Failing to show valid ID when required as part of the assessment process
- Being in possession of an unauthorised device to access the internet or receive communications in the room (e.g. including but not limited to a second mobile device, smart watch, portable media player, e-reader, PDA, or similar device) during the assessment.
- Communicating with or attempting to communicate with anyone other than the Excel Me assessor during the assessment.
- Arranging to be impersonated by another individual in an assessment.
- Refusing to follow the Excel Me assessor's instructions.
- Having another person present in the room at any point during an assessment.
- Altering or interfering with Excel Me assessment documentation, for example, results notifications.
- Not following the Excel Me End Point Assessment protocols.

We do not permit employers or training providers to undertake any part in the delivery of EPAs, including the invigilation of assessments. For controlled assessment such as an online knowledge exam, they are delivered using Excel Me's online EPA platform, Talus, and are remotely invigilated.

3.6 Apprentice Authenticity

Before any assessment takes place, the apprentice will be required to provide photographic proof of identify (e.g., a passport, driving license or employee identification card) to their assessor. This is to enable the assessor to verify the identity of the apprentice. The employer and training provider confirm that work submitted by the apprentice was completed without undue or excessive assistance and that portfolios and projects are new pieces of work on the Gateway Declaration form.

The apprentice is also required to confirm that the work that they have submitted is their own unaided work. Where any sources are used, either in a portfolio or a project, they must be appropriately referenced. The wholesale copying of materials is actively discouraged; where this occurs, it will be considered plagiarism and will be dealt with as described in the Malpractice and Maladministration Policy. The questions asked during an interview or professional discussion contribute to authentication of an apprentice's work.

4. CANCELLING AN EPA

Under some circumstances it may be necessary to cancel EPAs that have been booked. Excel Me reserves the right to cancel or stop the EPA, either in advance or during the EPA. Reasons for this may include:

- A lack of access to required equipment or resources
- Health and safety concerns
- Concerns over the authenticity of materials submitted as part of the assessment
- The apprentice being absent or unwell
- Assessors being absent or unwell, and it is not possible to replace them
- Potential malpractice being identified.

In the unlikely event that Excel Me must cancel a booked EPA, we will inform the apprentice, employer, and training provider prior to the EPA date. A member of the EPA team will contact the training provider/employer to discuss the cancellation and future availability. Where Excel Me or the appointed assessor has cause to cancel an EPA immediately before or during the assessment, they will contact the apprentice, employer and training provider to provide the reasons and the next steps to be taken.

Any decisions taken by Excel Me or the assessor relating to the cancellation of an EPA due to suspected malpractice, would be subject to the Excel Me Malpractice Policy. Where an issue that leads to an EPA being stopped are resolved on the day, the assessor will make every effort to complete the assessment on the same date. Where this is not possible it will be rearranged by Excel Me for the next mutually convenient time and date. If the employer or apprentice decides to cancel prior to the confirmed EPA date, they must contact Excel Me to inform them. Please note the employer may be subject to some or all of the EPA fee (including if the apprentice cancels), depending on the circumstances as outlined in our Fees and Invoicing Policy.

Cancellation fees for the EPA can be found in the cancellation and Resit/Retake Policy.

Please note that non-attendance at an assessment without an acceptable reason will result in the apprentice recorded as being absent for the assessment and they be required to retake the assessment at a later date. An administrative fee may be applied to cover the cost of the new assessment.

5. END POINT ASSESSMENT POLICIES AND PROCEDURES

Excel Me has policies on:

- AI
- Cancellation and Resit/Retake
- Conflict of Interest
- Enquiries
- EPA Fees and Invoicing
- Equal Opportunities
- Health and Safety
- Sanctions
- Whistleblowing
- Appeals
- Reasonable Adjustment and Special Considerations
- Malpractice and Maladministration
- Internal Quality Assurance
- Complaints.

These policies are written to comply with the regulatory requirements and the conditions stated in Ofqual's general conditions of recognition. These policies are available on the Excel Me website.

5.1 Independent Assessors

The EPA will serve as an independent evaluation of an apprentice's competence. The determination of whether an apprentice has passed their EPA and their final grade will be made by an impartial individual who has no personal stake in the outcome or connection to the apprentice. This approach ensures fairness for all apprentices and upholds the integrity of the EPA system. An independent assessor, whose grading decisions will be reviewed by Excel Me, will carry out the assessment. To avoid any conflict of interest, the assessor will not be employed by the apprentice's organisation or their training provider.

Excel Me employs EPA development and delivery staff who are subject matter experts with relevant assessment experience. These roles include Independent End Point Assessor, Internal Quality Assurer, Lead Internal Assurer and Subject Matter Expert. The assessor is responsible for EPA activities under the conditions, timescales and arrangements set by Excel Me, and in accordance with the apprenticeship assessment plan. The role of our assessors is to assess apprentice competence against the specific requirements of the standard as set out in the apprenticeship assessment plan.

5.2 Internal Quality Assurance

Internal quality assurance refers to how the Excel Me ensures valid, consistent and reliable EPA decisions. Excel Me adhere to the requirements as set out within:

- Excel Me policies and procedures
- Ofqual conditions of recognition
- The roles and responsibilities section of the assessment plan.

Excel Me will also:

- Have quality assurance systems and procedures that ensure fair, reliable and consistent EPA regardless of employer, place, time or independent assessor.
- Appoint independent assessors who are competent to deliver the EPA and who have recent relevant experience of the occupation or sector.

The Internal Quality Assurer (IQAs) will be experienced in the relevant field and independent from the end point assessments being reviewed. IQAs are responsible for quality assuring the administration and assessment decisions of assessors through observation and sampling.

6. GRADING

At the conclusion of the EPA, the independent assessor collates the evidence and determines the provisional overall grading for the apprenticeship based upon the grading rules outlined within the assessment plan for the apprenticeship. The assessor makes the provisional grading decision and submits them to Excel Me via the online management system, TALUS. In some instances, learners will be selected for internal quality assurance activities by Excel Me. Once the IQA has completed their review and submitted their reports and outcomes, the results are then reviewed and ratified by the Excel Me. Excel Me will consider if there are concerns about the validity or consistency of assessment or where there are circumstances relating to the apprentice that the assessor may not have been aware of. Responsibility for deciding to award a grade to an apprentice who has completed the EPA process lies with the Excel Me.

Prior to finalising and reporting results, Excel Me will:

- Ensure assessment standards have been appropriately set and maintained
- Ensure that assessors have conducted their role in a consistent manner and made appropriate and reliable assessment decisions
- Ensure the IQA process has been followed accurately
- Ensure that all assessments have been conducted in line with the published assessment plan
- Consider any special considerations and check all agreed reasonable adjustments have been applied fairly.

6.1 Re-sits and re-takes

Apprentices who do not pass one or more assessment methods will have the chance to either re-sit or re-take the assessment. A re-sit involves no additional learning, while a re-take requires further training. The employer and EPAO will decide on the timeframe for the re-sit or re-take. Typically, a re-sit is completed within two months of receiving the EPA outcome notification. The timing for a re-take depends on the amount of re-training needed and is usually done within three months of the EPA outcome notification. Any failed assessment methods must be re-sat or re-taken within the timeframe defined within the assessment plan, otherwise, the entire EPA may need to be re-sat or re-taken in full.

The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action. Re-sits and re-takes are not offered to apprentices who have passed and who want to achieve a higher grade, such as those wishing to move from pass to distinction. Where any assessment method must be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless Excel Me determines there are exceptional circumstances requiring a re-sit or re-take.

6.2 Results and Certificates

Excel Me will inform apprentices of the outcome of their EPA once all the necessary quality assurance has been completed. The apprentice's employer and training provider will also be informed. Excel Me will record results with the Department for Education and will request a certificate on behalf of an apprentice. The certificate will be sent by postal delivery to the address as submitted to the TALUS management system by the training provider. Information on how to make an appeal regarding EPA can be found in the Appeals Policy.

6.3 Certification recall

There may be occasions that call into the question the validity of an awarding decision. These include:

- An appeal in accordance with our Appeals Policy
- An investigation in accordance with our Malpractice and Maladministration Policy
- An error or material inconsistency occurring in an assessment or marking or result allocation arrangements
- An error is made that has a material effect on the apprentice's outcome (i.e. the wrong grade was given).

After an issue has been investigated and a final decision has been made according to the relevant procedures (e.g., appeal), Excel Me will update the records accordingly. This may involve amending the record of the specific apprentice or, if the issue affects multiple apprentices, the records of the entire group. The updates will reflect the new award or indicate that a previous award has been withdrawn or modified.

Excel Me will be responsible for informing the relevant apprentices, training providers, and employers of the revised awarding decision and the revocation of the original outcome (if already issued), in accordance with our Appeals and Malpractice and Maladministration Policies.

The amended results and outcomes will be communicated to the ESFA so that they can address any certification issues. As soon as we become aware of a possible issue, Ofqual will be informed and kept updated as there is a risk of an adverse effect.



EXCEL ME

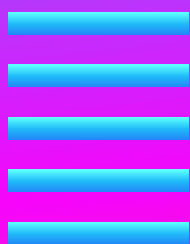
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CONTACT US

If you would like to know more about how Excel Me can support your organisation with apprenticeships, please contact:

info@excelme.co.uk



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