

Skillsfirst Assess

Cancellation Policy

April 2021

v4

Cancellation Policy

Cancellation during the EPA

The Independent End-point Assessor (IEA) may cancel or stop the End-point Assessment (EPA) for a variety of reasons, including:

- no access to required systems;
- required resources/materials not being present at the EPA site;
- health and safety concerns;
- concerns over validity/identity of an apprentice or lack of photographic ID;
- apprentice being absent;
- apprentice being unable to continue with the EPA;
- sufficiently competent panel members not being available for panel reviews (where required);
- potential malpractice being identified; and/or
- Skillsfirst Assess cannot for some other reason be confident in the outcome of the EPA.

It may be that some issues, including those listed above, can be resolved on the day in order for the EPA to take place. If there is a change in the circumstance which resolves the above issues, Skillsfirst Assess will confirm the EPA is still able to take place.

Cancelling Results

Skillsfirst Assess reserves the right to cancel results if:

- malpractice is identified;
- for any other reason Skillsfirst Assess is not confident in the outcome of the EPA.

Cancellation by Skillsfirst Assess

Under some circumstances, it may be necessary for Skillsfirst Assess to cancel EPAs following booking.

If Skillsfirst Assess cancels the EPA, including where the Customer has not fulfilled any pre-assessment requirements as detailed above, it will:

- where possible, inform the Customer prior to the date of the EPA;
- contact the Customer to discuss the cancellation and future availability.

If Skillsfirst Assess is required to make a change to a booking that has already been confirmed, the Customer:

- will be provided alternative date which they may accept; or
- Skillsfirst Assess will refund any fee paid in relation to that EPA if the Customer does not wish to rebook an EPA.

Cancellation by the Customer

If the Customer cancels the EPA:

- prior to the date of the EPA then the Customer must inform Skillsfirst Assess by email; enquiries@skillsfirstassess.co.uk or
- on the day of the EPA, then the Customer must inform Skillsfirst Assess by telephone (0121 270 5100)

Cancellation charge or refund

Cancellation of an EPA within 10 working days prior to the assessment taking place will incur full cost of the EPA.