

# END-POINT ASSESSMENT

## Frequently Asked Questions

### **Q: Can all regulated awarding organisations carry out end-point assessments?**

No, only those that are successful in applying to the Register of End-point Assessment Organisations (RoEPAO) can provide end-point assessment services. Skillsfirst Assess has been approved to offer end-point assessment for a number of the new apprenticeship standards, all of which are listed on our [End-point Assessment home page](#).

### **Q: How are end-point assessment organisations quality assured to ensure consistency?**

The employer group (trailblazer) can choose who they want to externally quality assure their standard. They have the choice of Ofqual, the Institute for Apprenticeships and Technical Education (IfATE), a professional body or an employer group.

It is the responsibility of the chosen external quality assurance body to ensure consistency of quality and approach across assessment organisations and standards.

### **Q: Can there be more than one end-point assessment organisation per standard?**

Yes, competition is being encouraged.

### **Q: Who decides which assessment organisation is engaged to provide end-point assessment?**

The apprentice's employer will decide which end-point assessment organisation they work with. However, in most circumstances, we anticipate that employers will seek guidance from providers before making this decision.

### **Q: How can we see which organisations are approved to provide end-point assessment for those standards that are 'ready for delivery'?**

Organisations who are registered to undertake end-point assessment can be found on the [gov.uk](http://gov.uk) site.

### **Q: Will there be a standard fee for end-point assessment?**

Trailblazers are required to indicate the anticipated cost of end-point assessment in their assessment plans. The recommendation is that the cost of end-point assessment should not exceed more than 20% of the funding band for each apprenticeship.

### **Q: Are end-point assessment re-sits permitted?**

In principle yes, but as re-sit rules can vary from standard to standard you will need to refer to each individual assessment plan. For example, some standards stipulate time constraints and others only allow a certain number of re-sits.

**Q: How will we prepare our apprentices to achieve the best possible outcome in their end-point assessment?**

Skillsfirst will be providing a range of resources to help providers and employers prepare their apprentices for end-point assessment. This includes practice papers, guidance documents, templates and example questions.

**Q: Do I need to register the apprentice with Skillsfirst Assess at the beginning of the apprenticeship programme?**

No, you do not have to register at the start of the apprenticeship however; we do ask that you do this as soon as possible so we can then plan to meet the volume of work. There is no cost to register and if the apprentice leaves, you just need to inform us, we will remove their details off the system.

**Q: What evidence do I need for Functional Skills?**

You will need (depending on the standard) a level 1 or level 2 Functional Skills certificate to be uploaded. Some standards require apprentices to have attempted level 2 as well as achieving level 1. This will need to be checked against the assessment plan. If the apprentice has pre-existing maths and English qualifications, please follow the link below to check if they are transferable:

<https://acecerts.co.uk/web/wp-content/uploads/2018/09/Transferable-Skills-Guidance-Document-August-2018.pdf>

**Q: If we use an e-portfolio will you be able to mark evidence through our system rather than uploading to ePASS?**

You will need to upload the evidence to our ePASS system, we must have the evidence available for audit purposes from external quality assurance bodies and ensure the evidence that we have marked and given a final grade to has not been removed or added to after certification. This ensures that our system is standardised and robust.

**Q: Who checks that an apprentice has achieved their on-programme requirements?**

When booking end-point assessments, employers / providers will be required to confirm that the apprentice has achieved the requirements outlined in the standard (for example, mandated qualifications, English and maths). This will be via our online booking system ePASS.

**Q: How much notice do you need to book an EPA?**

We ask that any EPA assessment is booked 20 working days prior to the date you wish for them to take place. On the date of booking, you must upload any supporting evidence that is required as stated in each individual assessment plan (e.g. showcase, portfolio of evidence, witness testimonies).

**Q: How will multiple-choice assessments be delivered?**

Skillsfirst will be using the XAMS online system to deliver our knowledge test assessments. This will enable on-demand testing and immediate results for multiple-choice tests.

**Q: Will other technology be used to deliver end-point assessments?**

The majority of our assessments will be conducted using the Smartroom platform, hosted by Zoom. Any standard that involves an observation will be face-to-face in the apprentice's place of work.

**Q: How do we apply for a Reasonable Adjustment or Special Consideration against an apprentice's end-point assessment?**

Our Reasonable Adjustment and Special Consideration Policy is available on our website. You can access our Reasonable Adjustment and Special Consideration forms via ePASS. Alternatively, you can email us to request a copy of the form.

**Q: Who will conduct the end-point assessments?**

Skillsfirst Assess has a team of full-time and consultant Independent End-point Assessors to conduct a range of end-point assessments (including professional discussions, interviews, observations, marking assignments). These Independent End-point Assessors receive comprehensive training to help ensure comparability and standardisation of assessment decisions.

All Independent End-point Assessors will be required to maintain up-to-date occupational practice and knowledge (a minimum of 30 hours per year).

They cannot be involved in the delivery of on-programme training or be associated with the apprentice's employer or training provider.

**Q: Who decides the grade that the apprentice receives?**

Although the employer and provider may be involved in the end-point assessment panel (depending on the standard), ultimately the end-point assessment organisation is responsible for deciding the apprentice's grade. Grading and weighting criteria for all apprenticeships can be found in the assessment plans.

**Q: Will the apprentice be informed on the day of the EPA if they have passed, and the grade they have achieved?**

No, all assessment grades will be moderated before the final grade is confirmed to the apprentice.

**Q: How long after the EPA, will it take before the final grade is made available?**

The final grade will be available and confirmed no longer than 10 working days following the EPA.

**Q: Who is responsible for claiming the apprentice's certificate?**

The End-point Assessment Organisation will be responsible for claiming the apprentice's certificate from ESFA. Skillsfirst will ensure that the certificate number and date requested is input onto the ePASS system in the Apprentice's details.

**Q: Can employers / providers / apprentices appeal their end-point assessment result?**

Yes, the Skillsfirst Assess appeals policy is available on our website.

**Q: Who pays for a re-sit if an apprentice requires one?**

This will be need to be agreed between the provider and employer at the beginning of the apprentice's journey. As 20% of the funding is held back to cover the cost of end-point assessment, it may be that this will cover both the first attempt and any re-sit fee (or at least the majority of) if required.

**Q: If an Apprentice fails any Customer Service Practitioner L2 Assessment and then re-sits, can they achieve a grade higher than a pass?**

If they pass at the second attempt regardless of the amount of work they do, they will only get a PASS mark.

**Q: Where can I find the assessment plan for the standards I deliver along with the requirements?**

All approved standards and assessment plans can be found by following this link

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>

**Useful information**

**Standards updates**

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>

**ESFA Conditions for Organisations on the register of end-point assessment organisations**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/697214/EPAO\\_Conditions\\_of\\_Acceptance\\_Version\\_2.2.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697214/EPAO_Conditions_of_Acceptance_Version_2.2.pdf)

**Ofqual guidance for Employers**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/664061/Apprenticeship\\_end-point\\_assessments\\_Ofquals\\_guide\\_for\\_employers.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/664061/Apprenticeship_end-point_assessments_Ofquals_guide_for_employers.pdf)

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