City & Guilds | ilm

A City & Guilds Group Collaboration

EPA welcome pack

Getting started with our end-point assessment (EPA) Service

For colleges, providers and employers

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Thanks for choosing us

We've put together this welcome pack that you can share with colleagues and partners. This guide is designed to support you and your apprentices throughout the EPA process.

Now you've chosen City & Guilds or ILM for your EPA, you might be thinking, 'what next'?

We're here to help. If you have a question that isn't covered in these pages, you can get in touch with your business manager, email us at directsales@cityandguilds.com or call 01924 206 709.

A simple 8-stage guide

To help you get to grips with the EPA process, we've broken it down into eight main stages. These actions are for providers, employer providers and City & Guilds or ILM.

1 Choosing your end-point assessment organisation (EPAO)

- Refer to our EPA Manual or website for information about our EPA service. Our end-point assessment packs explain the requirements for each standard.
- Speak to your Business Manager to find out how we can help you.
- If you're a new customer to City & Guilds or ILM, please contact our sales team on 01924 206 709 or directsales@cityandguilds.com

2 Getting set up with an EPA agreement

- New customers will need to complete an EPA-only customer enquiry form and we will set you up on Walled Garden within two working days.
- All customers can then submit the application form in the quality portal area of Walled Garden for your chosen standard(s).
- You'll hear back from us within two working days, confirming your application.
- Once you're set up with an EPA agreement, it's worth getting set up on e-volve, our platform for online testing, and check that you can access GoToMeeting for remote assessments.

3 EPA registration

- Registration of apprentices will take place in EPA Pro and data will automatically be shared in Walled Garden for reference.
- The registration is easy to perform in EPA Pro, individually or in bulk and apprentices will gain immediate access to support materials upon registration through EPA Pro.
- We provide 'helper' files with the upload format we require for bulk registration.

4 Gateway – signing off the apprentice for EPA

- The employer, provider and apprentice confirm that Gateway requirements have been met and the apprentice signs the Apprentice Gateway Declaration form to confirm that they will be ready for their EPA.
- The provider submits any required Gateway evidence through EPA Pro including the signed Apprentice Gateway Declaration form. Evidence can be uploaded and saved prior to final submission.
- Please remember to include the Preferred Planning Meeting Dates form as part of the Gateway submission and we'll do our best to accommodate
- those dates. The provider electronically signs off gateway on behalf of the employer and provider and submits the evidence.
- Once you submit your Gateway evidence in EPA Pro we will review it and accept or reject through the platform. We'll send you feedback if we need you to re-submit evidence.
- We will not be able to progress to the planning meeting stage until your Gateway evidence has been accepted.

5 EPA Planning Meeting

- Once your Gateway evidence has been accepted by City & Guilds an IEPA will be allocated.
- They will contact you to arrange a date and time for the EPA Planning Meeting. This will be a virtual meeting between the IEPA/Provider/Employer and Apprentice (as appropriate).
- At this meeting mutually agreeable dates and the correct sequencing for the EPA Events will be agreed and the assessment plan confirmed with all parties.
- Where an e-volve test is an EPA requirement the provider will book this on Walled Garden, this could take place prior to the planning meeting as long as Gateway evidence has been accepted and you are sure that the e-volve test is the first EPA component.

6 Upload assessment evidence

- Where an EPA component requires assessment evidence to be uploaded this will be confirmed at the planning meeting and timelines for this confirmed.
- Assessment evidence will be uploaded by the provider in EPA Pro for assessment by the IEPA.

7 EPA event

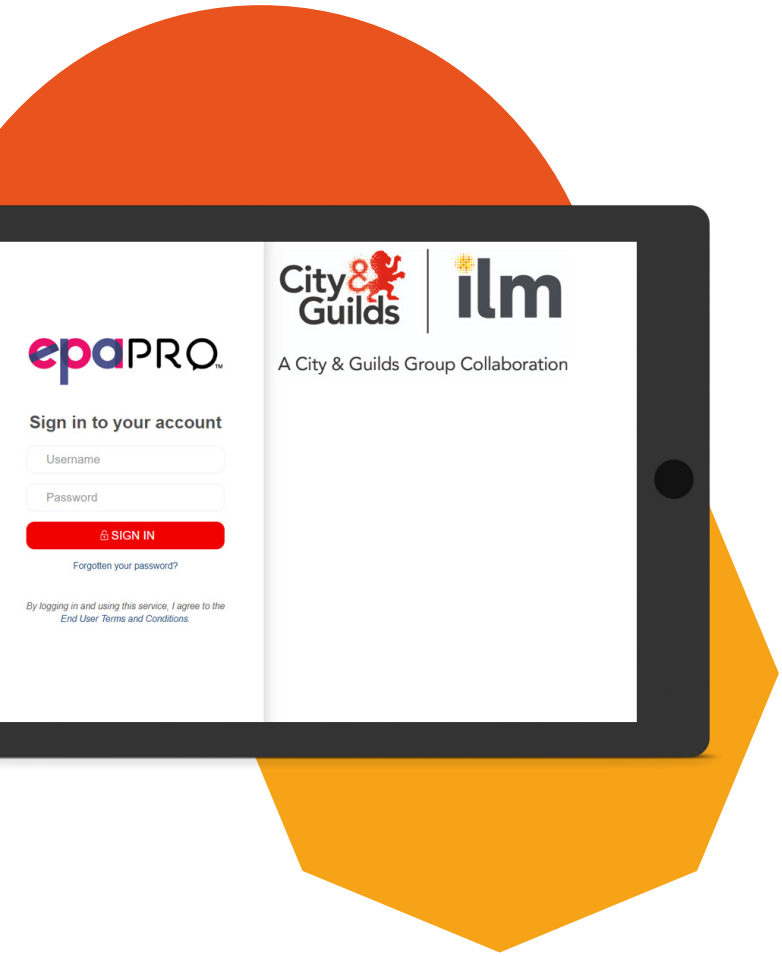
- Our independent end-point assessors carry out the EPA event(s) either face-to-face or remotely using GoToMeeting.

8 EPA results and certification

- Component level results will be available in EPA Pro within 8 working days.
- Results will be shown as "pending" where the EPA event has taken place but the result is undergoing QA by a City & Guilds LIEPA.
- If you need to book a re-sit your IEPA will contact you to plan a new date.
- Upon successful completion of an individual EPA component the provider and apprentice can access an online statement of achievement in EPA Pro that can be emailed or printed.
- Upon successful completion of the whole EPA a full statement of achievement certificate will be accessible online in EPA Pro, which will list the overall grade and the individual components too.
- We will apply to The Institute for Apprenticeships and Technical Education (IfATE) who will send the final apprenticeship certificate to the employer.

Apprenticeship success!

Our Systems



1. EPA Pro

EPA Pro is our end-to-end EPA delivery platform. Once you are approved as a City & Guilds EPA centre we'll set you up on EPA Pro and provide some training to get you started. EPA Pro will take you right through from the registration of apprentices to the final results and statement of achievement. Providers will be set up with a super user who can create more users at their centre and can provide access for employers and apprentices too. You'll use EPA Pro to:

- Register apprentices and provide access to support resources
- View Gateway requirements and upload Gateway evidence
- Manage planning meetings and view a calendar of activities
- Upload assessment evidence
- View assessment Progress
- Access dashboard and reports
- Access results and statement of achievement

2. Walled Garden

Our secure, online platform for approved customers and centres to search for products and services. You'll use this to:

- Search for products and services
- Book e-volve online tests and Functional Skills assessments
- Order additional products that support on-programme training
- Find prices for different EPAs and resits
- Apply to deliver qualifications for new standard you want to work with us on.

Who has access?

In colleges, it's usually exams and management information systems (MIS) teams. In providers and in employer providers it may be those in learning and development teams. If you want access and don't know who to ask, email centresupport@cityandguilds.com or customer@i-l-m.com and we'll forward your request to the contacts listed for your organisation and they can get in touch directly. They can also help set you up as a user.

If you work on EPA with us and there are no qualifications, your access is only to the parts of Walled Garden relevant to EPA.

Our systems

3. e-volve

If you don't already have e-volve, you'll need to apply for an account - there are no additional changes for the when you're using it for EPA. To apply, please complete the online application form.

For questions and support about your e-volve application, please email: evolvesupport@cityandguilds.com.
Or call 0207 294 2885.

Who has access?

In colleges, it's usually exams and management information systems (MIS) teams. In providers and in employer providers it may be those in learning and development teams. If you don't know who to ask in your organisation, email centresupport@cityandguilds.com or call 0844 543 0000 and we'll forward your information to the admins listed for your organisation and they can get in touch directly. They can also set you up as a user if you need this.

If you are delivering digital delivery apprenticeship standards, you can use our Virtual Assesssment Service (VAS). Please contact our Direct Sales team to find out more directsales@cityandguilds.com

Your unique centre number

When you become a customer, we create an account for you so you can buy from us and we can invoice you. The account creates your centre number. Traditionally, 'centres' have been colleges and training providers offering our qualifications but in apprenticeships we work with employer providers and employers too.

If you're only buying EPA with no qualifications from us then you'll still get a centre number even though you're a customer not a centre. It's an important distinction for us as we need to assess quality and suitability for auditing purposes where people deliver our qualifications.

It's helpful if you include your number when you contact us. We often include it on letters or emails we send you.

How apprentices can stay on track

Sometimes, nerves or lack of practice can prevent apprentices from being able to clearly demonstrate their full knowledge when it comes to the assessment.

We're always finding ways to improve apprentices' confidence and competence to pass assessment.

What's on offer?

EPA Preparation Resources

Apprentices registered with City & Guilds or ILM who are given access to EPA Pro can access our EPA Preparation resources in the Support materials section on EPA PRO. The content supports them to understand the assessment methods of their EPA. Access to these resources are all part of EPA service so there's no additional charge.

The resources target areas like:

- giving presentations
- interview skills
- reflection
- analysis

in varied content formats:

- videos
- articles
- podcasts
- documents

EPA apprentice checklist

We've put together some handy reminders to help your apprentice with different stages of their apprenticeship. There's also space for them to add their own notes so they can adapt it to their needs. This can be accessed on EPA Pro in the Support Materials section.

Exemplar Materials

For some standards, we're producing examples of assessment components that providers can work through with apprentices. It helps you understand what makes the difference between pass, merit and distinction grades (grades vary by standard). And practice tests let them have a run through of what they can expect on the day.

EPA guides

Encourage your apprentices to watch these short videos that explain the EPA and will help them to feel more prepared:

- What is end-point assessment (EPA)?
- What is an independent end-point assessor (IEPA)?

How providers and employer providers can stay on track

Most requirements for the EPA are set by the assessment plan in the apprenticeship standard. Generally it's the provider's responsibility to complete key activities with the EPA organisation. Tasks can be specific to a standard so it's important to keep on top of new developments.

Make sure you plan ahead

There's benefit to registering your apprentices as early as possible because EPA Pro access unlocks helpful resources that are part of our service. We encourage planning for a 60-day notice period as you approach EPA and the more you can keep the planned Gateway date updated in EPA Pro the better visibility of your approach to EPA we can have. This window gives you time to manage the Gateway process, hold a planning meeting with us to confirm assessment dates and to submit any assessment evidence required ahead of the EPA events. It also gives you time to manage any required venues and set up.

Planning can also help you manage the potential impact on your success rates if the EPA is in a different contract year from your Education and Skills Funding Agency (ESFA). The EPA deadline is usually 31st July.

Don't forget to use our step-by-step guide to EPA on page 3.

Here's what we have to help

EPA checklist

Handy reminders to help you keep on top of tasks in the run up to, and after, EPA and with space to add your own notes and reminders. We created similar checklists for employers and for apprentices. The checklists can be accessed in EPA Pro in the Support Materials section or request them here

Additional support and resources

EPA support resources

Assessment guidance

Our EPA pack includes details and guidance on:

- venue and resource requirements for end-point assessment
- the standard and assessment plan
- end-point assessment tasks and grading
- timelines
- preparing your apprentices.

Recording forms

Recording forms are available to support the EPA. This includes the Apprentice Gateway Declaration form that's used in the EPA process and any assessment forms that your apprentices may need during the assessment e.g recipe logs, CPD logs, service user testimonies etc.

Lead independent end-point assessor (LIEPA) report

The LIEPA report is designed to be used as a feedback tool for employers and providers. The report will highlight areas of good performance, it also shows areas for improvement in the apprentices and offers advice for employers and providers.

Exemplar materials

The EPA exemplar materials will provide apprentices and employers/training providers with in-depth knowledge on how to prepare for EPA. They're tailored to each of the assessment methods the apprentice will face during this apprenticeship.

We have a variety of resources available to help you and your apprentices through the EPA. This includes guidance documents and the standards required for your apprentice to achieve a pass, a merit, or a distinction.

Venue and resources list

Tells you what you'll need to make sure your venue is ready and appropriately set up for EPA. Some standards require specialist resources, you can find guidelines on our Apprenticeship standards webpage. If the venue isn't ready when our assessor turns up, we may not be able to perform the assessment but you could still be charged. We'll ask you to confirm that your venue is ready. It's the provider's responsibility to book the venue and make sure it's right for EPA.

Branded statement of achievement

When your apprentice passes an EPA component both centres and apprentices will have immediate access to an online statement of achievement, which can be downloaded, printed or emailed. When the apprentice completes the final assessment an overarching statement of achievement can be accessed the same way which will give a breakdown of all components and the final overall grade on one certificate.

Digital Credentials

In addition to these online statement of achievement certificates, we'll also issue the apprentice with an EPA digital credential. Find out more about this exciting new way to share your achievements here and join thousands of organisations who are already using digital credentials to revolutionise how they see skills.

Official apprenticeship certificates from the IfATE are sent directly to employers under current ESFA rules and we apply for these as part of our service.

CPD training

If you need more detail, you might benefit from our training on EPA, embedding maths and English or even best practice in professional discussions and interviews for EPA.

See the full list of what's on offer at www.cityandguilds.com/cpd.

If you can't make a planned session, we can set one up for you. This can be delivered for colleagues in-house or you could share the costs and join with employers, your local chamber, providers nearby or local authorities for example.

Digital solutions

Our team can advise on the right online platform solution for you. Whether it's an e-portfolio to track and report on your apprentices' progress, or engaging educational content to support them during the programme, we're here to help.

Speak to our team to learn more about SmartScreen, Learning Assistant, Get-to-Gateway or PIVOT.
Contact us at directsales@cityandguilds.com

Take a look at our learner "getting started" guide for Digital Credentials

How employers can stay on track

Unless you're an employer provider, most of the admin work and contact with our EPA team will be managed by the provider you're working with. Employers can access EPA Pro to see first hand the progress of their apprentices, talk to your provider about them giving you access if required.

What's on offer?

Your role in the run up to gateway and EPA is to keep passing on to your apprentice the appropriate skills, knowledge and behaviours that meet the apprenticeship standard. And making sure your provider is delivering against your contract with them. It's also important that you authorise the 20% off-the-job training for each apprentice as auditors will check that this is in place and appropriate.

CPD training

Need help understanding apprenticeships? Our sessions on EPA and apprenticeships can work for employers as well as providers. And if there's nothing scheduled soon, we can run a session tailored to your needs or for you with your provider. See what's on offer at cityandguilds.com/CPD

Digital credentials

These are available for all of our apprenticeship standards, so if you need to get up to speed on what they mean for your apprenticeships and portability of skills, visit cityandguilds.com/digital-credentials to find out more.

EPA certificate

Once your apprentice has passed their apprenticeship, we send their grades to the ESFA and the IfATE will send you an apprenticeship certificate for you to present to your apprentice. It's a great way to mark their achievement.

The provider and apprentice can also access an online statement of achievement certificate per component and an overarching one with the final grade on EPA Pro. These can be downloaded, printed or emailed.

Consultancy and training recognition

If you want ideas on how to get more from your apprenticeship levy or want to develop the benefits of apprenticeships for your workforce, then you can talk to us. Our consultants have worked with some of the biggest multi-nationals as well as smaller, niche organisations. And we can accredit and boost your in-house training with our Assured service.

Visit cityandguilds.com/what-we-offer/centres/assured to find out more.

On time and on track

Get-to-Gateway is an e-portfolio solution that supports your apprentices during their on-programme journey, ensuring readiness for Gateway. It covers the knowledge, skills and behaviours required for selected apprenticeship standards.

Contact directsales@cityandguilds.com to speak to our team.

Maths and English

Every apprenticeship standard sets out a minimum level of maths and English that apprentices need to reach.

If your apprentice doesn't already have the right level of maths and English, they must have the opportunity to achieve it during their apprenticeship before they can pass through Gateway. You'll need to send us evidence of the achievement or appropriate reason for any exemption. Not achieving the right level of maths and English is a common reason for apprentices not passing Gateway.

Generally:

- for Level 2 programmes, apprentices need maths and English at Level 1 and should attempt Level 2
- for Level 3 programmes, apprentices need maths and English at Level 2.

There may be extra requirements for higher-level apprenticeships or particular industry roles. We offer Functional Skills qualifications and our end-to-end digital solution e-Functional Skills, as well as CPD training to support you to embed maths and English into your training. For some standards where we offer enhanced resources like our Get-to-Gateway complete learning resource, maths and English resources and e-learning are built into the offer.

If you need to talk to us about maths and English now or in the future, email us at directsales@cityandguilds.com or talk to your business manager.

Want to work with us in more occupational standards?

Once you've applied to use our EPA for a standard and we've already processed and approved your application, you simply keep registering your apprentices.

If you want to add different occupational standards then we'd love to help. Just contact our applications team on 0300 303 5352 or email EPA.Quality@cityandguilds.com

If a mandatory qualification is added to an EPA you're already delivering with us, so long as you're an approved centre, you can simply put in a qualification approval form (QAP) through the <Quality> section of Walled Garden.

Find out more in our Quality Portal user guide.

If you've been an EPA customer but aren't a centre, please talk to direct sales or email directsales@cityandguilds.com

Prices

We put our EPA prices on our website

For resits, please look on Walled Garden.

Glossary

As EPA is a new process, we've put together a list of the commonly used terms to help you get to grips. They're what you'll come across when you choose City & Guilds or ILM for your EPA and we've put them down roughly in the order you might see them.

Term	What is it?	Notes
Registration	The point at which you put your apprentices into our EPA service on EPA Pro. Once apprentices are registered, they can access our support resources including our EPA preparation tool and you have the time to plan ahead to get ready for Gateway.	Providers use EPA Pro to register apprentices and we invoice a small part of the fee (£25). Once you've registered your apprentices they can access support materials and see their progress through their EPA journey.
EPA manual	The EPA manual covers the EPA service for City & Guilds and ILM.	Sets out our terms and conditions and processes. Available on cityandguilds.com/apprenticeships-epa
Checklists	Our checklists help you understand what to do and when for a smooth running EPA	We have individual checklists for employers, providers and apprentices. Find them on cityandguilds.com/apprenticeships-epa and also in the support materials section on EPA Pro
EPA packs	Our document that contains key information around gateway requirements and EPA.	City & Guilds EPA packs are available in the Support Resources section on EPA Pro.
EPA Preparation Resources	On-line resources to help apprentices feel confident and ready for assessment.	There's no additional charge for this it becomes available once the apprentice is registered on EPA Pro.
Gateway	The checkpoint at which the provider, employer and apprentice has confirmed that all the learning and achievement requirements have been met and that the apprentice is ready for the EPA.	Gateway requirements per standard are detailed in the EPA Pack and are clearly shown in EPA Pro with an area for each piece of evidence to be uploaded. We will need a signed Apprentice Gateway Declaration form as part of the process.

Glossary

Term	What is it?	Notes
EPA Planning Meeting	A meeting that is scheduled between the apprentice/employer/provider (as appropriate) and the IEPA to schedule EPA event dates.	Once we've accepted your Gateway evidence we'll be in touch to confirm a virtual planning meeting date and time.
EPA Event	These are the assessments undertaken by assessors independent of providers and employers. There is usually more than one component to the EPA.	Apprentices take the assessment and each has different requirements. Use our checklists and our EPA Packs to make sure you understand the requirements of your standard.
Balance of EPA Fee	The balance of what you'll pay in the EPA fee.	We invoice providers once our assessors have submitted the final EPA results.
Statement of achievement	City & Guilds and ILM issue branded statement of achievement certificates per component on EPA Pro. We will also issue a final overarching EPA certificate showing the final grade and the individual components.	Providers and apprentices can access the statement of achievement online in EPA Pro. These can be downloaded, printed or emailed.
Digital Credential	A digital credential or badge is a verified, visual representation of knowledge and skills. Digital credentials help you gain recognition by allowing you to easily display and share your achievements. As they are available online they are portable and transparent, and the detail behind each badge means others can see what it took for you to earn your achievement. According to LinkedIn research, profiles with certifications and badges receive six times the number of profile views.	Each digital credential has a unique URL that can be shared electronically via social media, in your email signature, on your CV, and more.
Apprenticeship Certificate	The official certificate issued by the IfATE and sent directly to employers.	City & Guilds and ILM send final results to IfATE who will release the certificate.

More support for apprenticeships

We can work with you to help you get more from your apprenticeship programme. Decide the level of support you want and explore our range of products and services.

Get-to-Gateway

Get-to-Gateway is an e-portfolio solution to support readiness for Gateway - providing engaging learning and assessment content for selected apprenticeship standards.

Learning Assistant

Enhance the apprentices' learning experience and gather, assess and moderate evidence more easily with our e-portfolio, Learning Assistant. It can also track 20% off-the-job training.

Exemplar material and practice tests

Specialist material to help apprentices get ready for assessment. Practice tests are online or downloadable papers apprentices can use as a run through for EPA.

Apprenticeship training manuals

Written specifically for the standard, these manuals contain exercises and tasks to help apprentices gain the practical skills they need.

e-learning for apprentices

SmartScreen is our online platform that gives you e-learning and video content to engage apprentices as you drill down into the requirements of the standard.

e-Functional Skills

An end-to-end digital teaching and learning resource designed to support Functional Skills at Entry 3 and Levels 1 and 2.

Digital credentials

Digital credentialling provides apprentices with CV-worthy digital badges that allows you to capture and share the apprentices' skills. This reflects both their learning and the detail of your delivery.

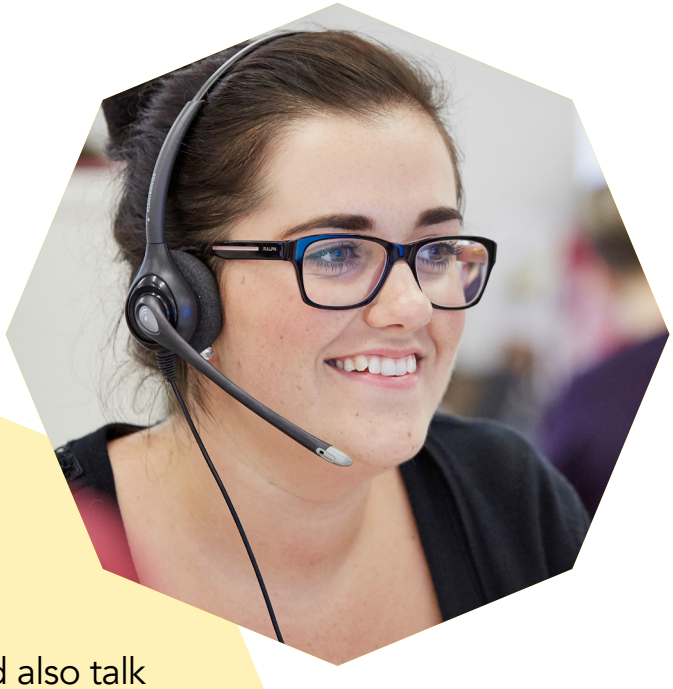
CPD and bespoke training

Upskill your teams with courses including how to work with EPA and embedding maths and English.

Planning and consultancy

Support for your commercial thinking and embedding process to work effectively with employers under the new system.

Feedback



We want to offer you help if you need it, and also talk to you about your anticipated number of apprentices going through assessment so we can keep the assessment process running smoothly for you.

We love to hear your ideas and feedback on our EPA Service. What would you like to tell us that would make us better? Tell us here

Need more support?

If you have questions throughout the process please contact your business manager or speak with our EPA team. Alternatively you can feedback online - cityandguilds.com/ feedback-and-complaints

Contact us

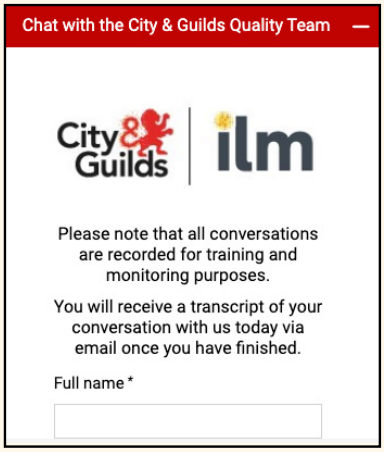
The City & Guilds EPA team delivers the EPA service for all City & Guilds apprenticeship standards and for ILM's leadership and management apprenticeships. Both businesses are part of the City & Guilds Group.

For EPA support please contact us via:

centresupport@cityandguilds.com

0844 543 0000 (option 5)

Webchat on the 'Contact Us' page on www.cityandguilds.com/help/contact-us



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