



## **EPA Booking, Cancellation, Re-sit and Retake Policy**

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Reviewed by:	RPG / SJo
Agreed by:	JN
Next review date	Jun 2024

## I: Scope

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This policy covers the delivery of End-Point Assessments (EPAs) by Marshall Assessment (MA) which are subject to internal and external Quality Assurance.

The policy also forms part of a suite of policies for MA's EPA products and services, all of which are designed to:

- protect Apprentices who are registered with us.
- minimise the risk of an Adverse Effect occurring.
- help support MA and all other partners involved in risk management and risk minimisation.
- help ensure MA and all partners comply with all relevant legislation and guidance.
- help improve and refine MA's products and services.

## 2: Booking procedure

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At the point of registration - notification should be made to Marshall Assessment of Apprentice details including: employer address and contact details, standard/ pathway and expected or required EPA date. The apprentice's ILR should be update to reflect MA as the EPAO.

### **ACE360 and Gateway evidence:**

- Registration of Apprentice(s) on ACE360 12 weeks before expected Gateway date

### **6-8 weeks before expected Gateway:**

- Confirmation of functional skills - evidence uploaded to ACE360 (provisional EPA dates will not be discussed without confirmation of functional skills)
- Confirmation of completion / planned completion of mandatory qualification (if applicable) and that certificate claim evidence will be available for Gateway.
- Notification of any Reasonable Adjustment requests (policy and application form available at [marshall-assessment.com](http://marshall-assessment.com) or upon request to [helpdesk@marshall-assessment.com](mailto:helpdesk@marshall-assessment.com))
- Provisional EPA date(s) may be discussed/ agreed

### **Gateway evidence submission:**

- Minimum \*4 weeks before any provisionally agreed EPA date.
- EPA date will be confirmed in writing to all parties once Gateway evidence has been reviewed and accepted.

**\*see cancelled without notice fees which may be applied due to non-submission of Gateway evidence prior to an agreed EPA date.**

### 3: Cancellation terms

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#### A. Cancelled with notice – Employer/Training Provider

If an assessment is cancelled with **at least 10 working days' notice**, this is recorded as a **Cancelled with Notice** booking. You must contact Marshall Assessment (see section 8: contact details) to notify us.

#### B. Cancelled without notice - Employer/Training Provider

If an assessment is cancelled with **less than 10 working days'** notice, this is recorded as a **cancelled without notice** booking. Unless extenuating circumstances can be evidenced, cancellation fees will be charged to the Training Provider to cover administration costs and assessor fees. Please see figure 1 below:

#### C. EPAO cancellation

Marshall Assessment reserves the right to cancel any End Point Assessment arrangements where insufficient/invalid gateway evidence is presented or if other factors are identified that would compromise the EPA or disadvantage the learner, such as safety concerns or where the occupational profile does not align with the Assessment plan. Fees will be charged in line with figure 1.

*Figure 1 – table of cancellation fees*

<b>Cancellation fee</b>	<b>Notice given</b>
10% EPA fee	Less than 10 working days but more than 5 working days
50% EPA fee	Less than 5 working days
100% EPA fee	Less than 48 hrs

#### D. Apprentice does not attend

If the apprentice does not attend the assessment this will be recorded as a Did Not Attend (DNA) and regarded as **cancelled without notice**. Unless extenuating circumstances can be evidenced the maximum cancellation fee will apply (see tariff table above).

## **4: Resits and retakes for failed assessments**

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### **Re-sit: Apprentice does not require further learning**

If an apprentice Fails an element of their EPA, but the employer and training provider feel the apprentice has sufficient knowledge and understanding to attempt the assessment again without further learning, they can re-sit as soon as is convenient for all parties. Evidence of additional learning does not need to be provided for a re-sit.

### **Re-take: Apprentice requires further learning**

If an apprentice Fails an element of their EPA due to significant gaps in their knowledge or skills, the training provider must deliver additional learning to the apprentice before they attempt the assessment again. MA will provide feedback on the failed assessment. Before a date for a re-take can be confirmed, MA will request a statement from the Training Provider to confirm that the apprentice has been supported and completed the further training/learning required to prepare them for a re-take. Statements should be uploaded to ACE360 shared documents area or emailed to [helpdesk@marshallassessment.com](mailto:helpdesk@marshallassessment.com) with the subject "Re-take statement".

NB. For clarification of acceptable extenuating circumstances, please contact MA immediately to discuss on becoming aware of an issue with the potential to delay Gateway.

## **5: Conditions and fees for resits / retakes**

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### **Does this policy apply to all standards?**

The rules for re-sitting/re-taking elements, or all of the EPA, vary from standard to standard. This policy outlines the conditions to be applied when an assessment plan does not include specific rules for re-sit/re-take. Where the assessment plans state specific requirements around re-sits and/or re-takes, they take precedent over the identified conditions of this policy

### **Will the same Marshall Independent Assessor (IA) conduct the re-sit/ re-take**

If the same IA is available, they may conduct the re-sit/ retake unless there are extenuating circumstances (e.g., malpractice/ maladministration has triggered a retake).

**Does evidence of additional learning have to be provided prior to re-sit / retake**

In all cases where a re-take is required, a statement confirming further learning has taken place will be required. If an apprentice fails 2 re-sit attempts, the 3<sup>rd</sup> attempt should be classed as a re-take and a statement from the Training Provider confirming further learning will be required. Statements should be uploaded to ACE360 shared documents area or emailed to [helpdesk@marshallassessment.com](mailto:helpdesk@marshallassessment.com) with the subject, "Re-take statement".

**All re-sits / re-takes will be by remote delivery only unless onsite observation is required for a SAT or Observation. Please refer to our re-sit / retake tariffs below:**

Test Element	Resit / Retake fee
SAT / Observation	£800
Project Showcase	£400
Viva Voce	£400
Competence discussion / interview	£400
Report Presentation & Discussion	£400
Scenario Case Study	£250
Knowledge Test	£200
Request for remark	£95 (per element)
Appeal	£150

## **6: Attempts and Timescales**

**How many times can an apprentice re- sit / retake?**

Unless otherwise stated in the assessment plan, the maximum number of attempts that we will allow is three per assessment method. If an apprentice fails the maximum number of attempts permitted per assessment method, the overall result will be recorded as Fail and any remaining assessments will be cancelled.

**What are the timescales for re-sit/re-take?**

A re-sit must be taken within 3 months of the date of notification of results, a retake should be taken as soon as possible following additional learning.

**If an apprentice fails one part of the EPA, do they have to re-sit/re-take the entire EPA?**

The apprentice only needs to re-sit/re-take the method of assessment that they have Failed unless other rules are specified in the assessment plan in which case these take precedent over our guidance.

### **What happens if the apprentice has a break in EPA?**

If an apprentice has a break in EPA, the total duration, including the break, cannot extend beyond 12 months from the date of Gateway. For example: if an apprentice is active on EPA for two months, then goes on a 6-month break in EPA, they will have four months remaining when they return from the break. The end date must remain within 12 months of the Gateway date unless otherwise stated in the assessment plan. If the EPA extends beyond 12 months from Gateway, it may be necessary to repeat the entire EPA for us to confirm currency of full competence across the standard.

### **How do I request a re-sit/ re-take for an apprentice?**

If an apprentice requires a re-sit / retake once a failure has been confirmed for an element(s) of the EPA, they should request this through ACE360 (apprenticeship management portal) against the Learner record requiring the re-sit / retake. Marshall Assessment will then accept (where applicable) the request and the EPA Manager will contact the Training Provider and Employer to discuss timescales.

### **If an apprentice has been awarded an overall grade of Fail, can they reattempt the entire EPA?**

This will be reviewed on a case-by-case basis. If approved, re-entry into EPA is strictly under the following conditions:

- All requests for re-entry into EPA must be made within 10 days of the notification of results
- The apprentice must enter a period of further learning for a minimum of 3 months
- Re-entering EPA is subject to full costs
- All methods of assessment must be re-taken
- Evidence submitted for portfolios/showcase etc. must meet requirements for timeliness of evidence (i.e., the original evidence cannot be re-used if it does not meet timeline requirements)
- All methods of assessment and the final grade will be grade capped at Pass
- The apprentice is restricted to one attempt at re-entering EPA
- All other conditions within this policy apply

## **7. Grades**

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### **Are all grades available on a re-sit/re-take?**

Unless otherwise specified in the assessment plan, or in exceptional circumstances, the results for a re-sit/re-take will be capped at a Pass for the relevant method of assessment. This may or may not impact on the final overall grade, depending on the grading methodology applied by each individual standard.

### **Re-sit/re-take to increase a grade from 'Pass'**

Apprentices cannot re-sit/re-take any elements of the EPA simply to achieve a higher grade.

## **8. Contact**

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For any cancellations please email: [helpdesk@marshall-assessment.com](mailto:helpdesk@marshall-assessment.com) and use the subject **URGENT - Cancellation**. Where possible please also contact the EPA manager by calling 0121 516 4283.