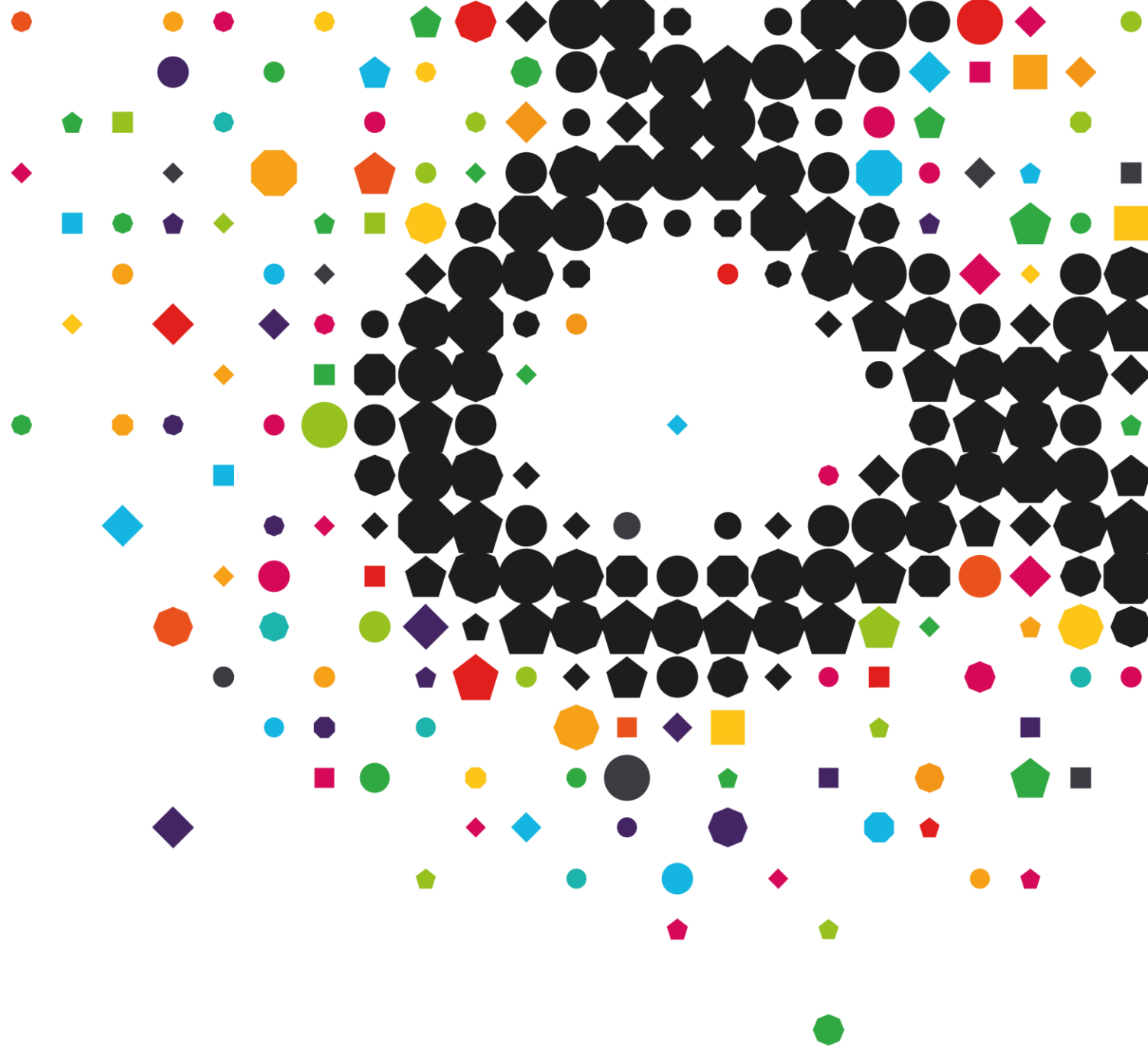


# EPA Pro



# Evolution of our EPA Delivery

You told us you wanted:

- All of your EPA journey in **one platform**
- **Simplified** workflows, less *'back & forth'*
- To get **closer** to our IEPA's in terms of booking events
- **Clarity** around Gateway requirements
- **Easier** process to upload gateway and assessment evidence

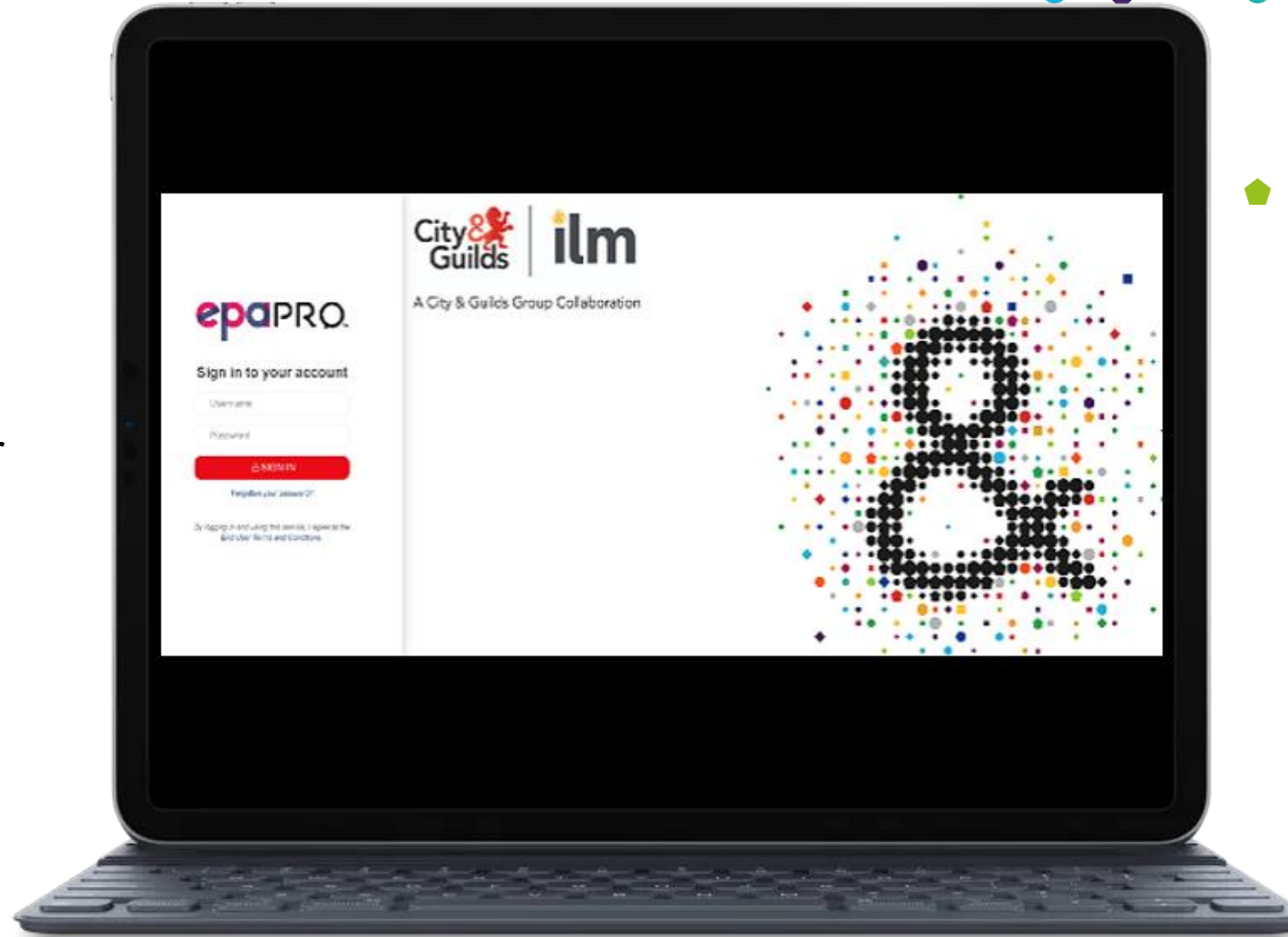


- **More visibility** of stage/progress or apprentices and cohorts
- **Better** reporting capability
- **Faster** access to results
- More ways to **celebrate success** for your apprentices

# New EPA delivery Platform : EPA Pro

- Your end-to-end EPA delivery platform from Registration to Results
- Access using any standard web browser
- Responsive design lets you use whatever device works best for you
- Available 24/7 – work where and when you want

<https://epa.cityandguilds.com/login>



# New 8 Stage Journey for EPA



Access our Detailed 8 Stage Guide here....

<https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service/epa-pro>

# Onboarding you with EPA Pro

- Whether an existing customer migrating to EPA Pro or a new one working with City & Guilds once approved to deliver EPA with us you'll have a primary User set up on EPA Pro
- All standards that you are approved to deliver will be available to you in EPA Pro, new standards can be added as required
- Our Onboarding team will get you trained up on how to use the platform through a series of training webinars covering
  1. *Getting Started on EPA Pro*
  2. *Submitting Gateway and the Planning Meeting*
  3. *EPA Assessment Evidence and Results*
- We'll also be running regular drop-in sessions with the EPA Onboarding team giving you the opportunity to ask any additional questions or have a refresher on any elements of the platform

End-point assessment  
service



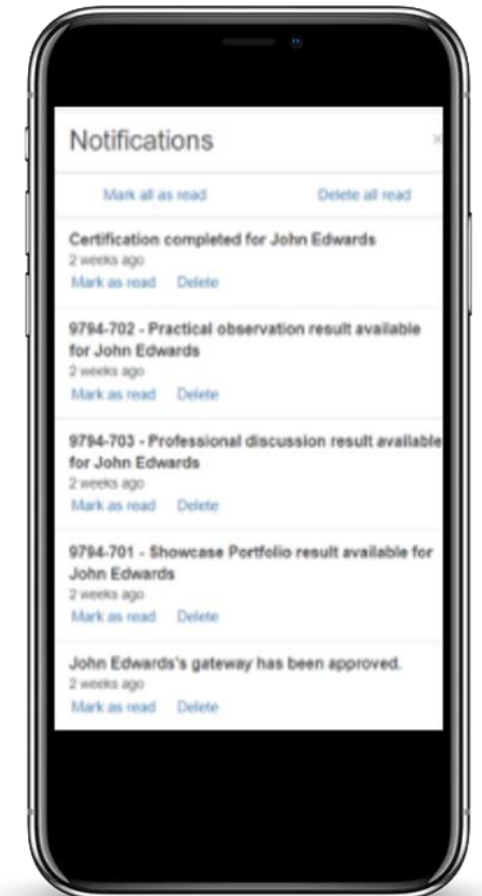
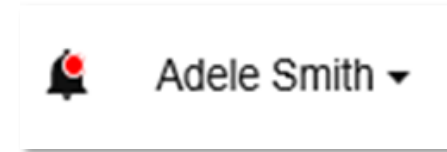
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# Notifications

- Next to your Username in the top corner, you will see the Notifications bell:
- EPA Pro sends notifications throughout your EPA journey highlighting key stages and activities
- This will inform you of all notifications regarding your apprentices, stages such as:
  - *Gateway due or completed*
  - *Results available*
  - *Assessment planned*
- Clicking onto a notification will take you to the record for that apprentice





# Apprentice Profile – Overview of EPA Journey

John Edwards - **On Programme** - 9794-12 Level 2 Customer Service Practitioner [View Programme](#)

Overview

John Edwards - **On Programme** - 9794-12 Level 2 Customer Service Practitioner [View Programme](#)

Overview

John Edwards - **On Programme** - 9794-12 Level 2 Customer Service Practitioner [View Programme](#)

Overview

John Edwards - **On Programme** - 9794-12 Level 2 Customer Service Practitioner [View Programme](#)

Overview

John Edwards - **Completed** - 9794-12 Level 2 Customer Service Practitioner [View Programme](#)

Overview Profile No

John Edwards - **Certified on 14/04/2020** **Distinction** - 9794-12 Level 2 Customer Service Practitioner [View Programme](#)

Overview Profile Notes

Registration Gateway Planning Assessment Certification

Registered on 14/04/2020 Submitted on 14/04/2020 Completed 3 assessments completed Complete

No upcoming events

9794-701 - Showcase Portfolio	Distinction	14/04/2020	
9794-702 - Practical observation	Distinction	14/04/2020	
9794-703 - Professional discussion	Distinction	14/04/2020	
Overall Certification	Distinction	14/04/2020	

**100**  
Complete

9794-701 - Showcase Port  
9794-703 - Professional di  
9794-702 - Practical obser

# Support Resources

- Access Support Materials on the main menu
- Selection will provide a drop down of all available resources
- A wealth of support materials all accessed in one place
- Simply click here to open

View Support Materials

Search...

Categories

Welcome pack

Type	Title	Description	Updated	View
	Welcome pack	A useful document to share with colleagues and partners to introduce our end-point assessment service and the processes and platforms you will need to use. You will have received this Welcome pack when you were first approved for end-point assessment delivery.	27/08/2020 11:14	Open
NEW	Introduction to the Apprentice Journey in EPA Pro	A short presentation showing the journey for an apprentice in EPA Pro; from accessing the platform and support resources, following their progress through EPA, to final EPA events, results and final certification.	27/08/2020 11:16	Open

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- Apprentices
- Employers
- Issue Management
- Gateway Review
- Assessment
- Support Materials

Support Materials

View 93 unread

- Welcome pack
- Checklists
- EPA prep tool
- EPA pack
- Recording forms
- Sample tests
- LIEPA reports
- Exemplar materials
- EPA handbook
- Useful Links
- Sample synoptic project pack



*Employers and Apprentices given access will only be able to view and access support resources applicable to them*





# Planning meeting

*Apprentice meets IEPA and agrees dates*





# The Planning Meeting

- Once your apprentice has successfully passed through the gateway they will be matched with their IEPA
- The apprentice and any workplace mentor will be informed by email and given the name of their IEPA
- The IEPA will take note of the dates and times on your Preferred Planning Meeting Dates form and will schedule the Planning Meeting
- All attendees at the planning meeting will receive invitations and GoTo Meeting links to join the meeting
- These are scheduled for 1Hr but typically only take 15-20 minutes
- The Planning Meeting is.....
  - *You agree the sequence and dates for each EPA component matching everyone's availability*
  - *Your IEPA builds these into an assessment plan and schedules the events into your EPA Pro calendar*
  - *Everyone agrees when evidence is needed and when it is required for you to upload it to EPA Pro*
  - *A chance for you and your apprentices to meet the IEPA ahead of the EPA event – so they won't be a stranger on the day!*

# After the Planning Meeting

- Either in the planning meeting itself or shortly afterwards your IEPA will build the apprentice's assessment plan
- This will send out invitations to all the EPA events to those who need them, and dates will go into the EPA calendar
- You can view this plan at any time once a Planning meeting is finished by selecting View Plan

**Manage Assessment Planning Meetings** Book Meeting

Search: david smith

Filter by Standard  Filter by Specialism  Filter by Provider  Filter by Employer

Filter by Status  Filter by Manager

Apprentice	Standard	Specialism	EPA	Employer	Provider	Confirmed Assessment Planning Date	Status	Action
David Smith	9494-12 Level 3 Customer Service Specialist		Noel Smith	Employer 1	Provider 1	07/09/2020	Completed	<a href="#">View Plan</a> <a href="#">View Meeting</a>

**Build Assessment Plan**

Details

Assessment Plan Details

Apprentice Details

Schedule

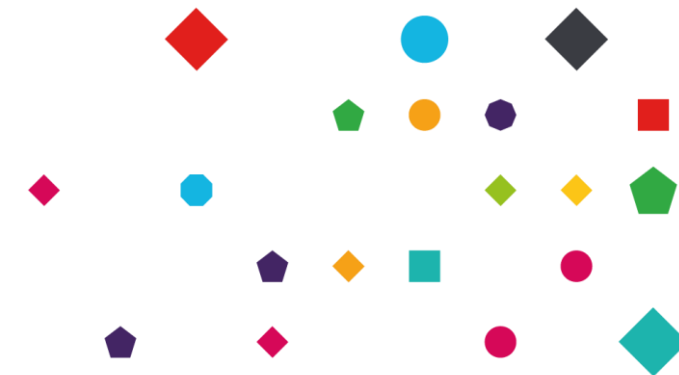
September 2020

Key

- Current Assessment Plan
- Other Assessment Plan
- Assessment Planning Meeting

Components

- 9494-701 Practical Observation
- 9494-702 Presentation & Interview
- 9494-703 Professional Discussion





# Check out our Supplementary Checklist

- Ensure your apprentices have everything ready for the day of their EPA Event
- Find this helpful guide in the support resources section/checklists




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## End-point Assessment Service (EPA) Supplementary Apprentice check list

**Section 1**  
**Recommended tasks Before your EPA Event**

**1.1. Identification – Passport/ Driving License/ Work or Education ID**  
This is required for your Assessor. They will record you presenting this for audit purposes.

---

**1.2 System Checks**

- Is your firewall blocking GoToMeeting? [GoToMeeting Firewalls](#)
- Can your system accept GoToMeeting events? [GoToMeeting System Check & System Requirements for Attendees](#)
- Have you tested your Microphone/ Webcam/ Speakers? [GoToMeeting Event](#)
- GoToMeeting quick start (YouTube guide) [GoToMeeting attendee quick start](#)

If you are unable to connect using the above test link, please refer to section 1.3

If you experience any technical issues, please phone Fusion on **0808 196 3800** (Monday – Friday 08:30 – 17:30)

GoToMeeting recommend using Google Chrome for the best web experience, alternatively please use the GoToMeeting Application in section 1.3





**Section 1**  
**Recommended tasks before your EPA Event**

**1.3 GoToMeeting Software**  
Following your system checks in 1.2, you may want to download the GoToMeeting Application for:

[Windows](#) [Mac](#)

Due to Covid-19 you can also use this on your mobile device:

Android – Play Store (click below image) Apple – App Store (click below image)

We recommend these applications are used on a unlimited Broadband plan, to ensure no charges are incurred.  
**You may be required to enable your Camera/ Microphone for GoToMeeting, please ensure these are turned on:**

<p><b>Android</b></p> <ul style="list-style-type: none"> <li>• Navigate to Settings</li> <li>• Apps &amp; Notifications</li> <li>• App Permissions</li> <li>• Locate GoToMeeting and click on the app from the list</li> <li>• Permissions – Camera toggle on and Microphone toggle on</li> </ul>	<p><b>Apple</b></p> <ul style="list-style-type: none"> <li>• Navigate to Settings</li> <li>• Scroll to find GoToMeeting</li> <li>• Camera – toggle on and Microphone toggle on</li> </ul>
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If you experience any technical issues, please phone Fusion on **0808 196 3800** (Monday – Friday 08:30 – 17:30)

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**Section 2**  
**On the day of your event**

**2.1. Identification – Passport/ Driving License/ Work or Education ID**  
This is required for your Assessor. They will record you presenting this for audit purposes.

**2.2 Connecting to your event**  
We would recommend you join the event via Google Chrome as the preferred browser or using the GoToMeeting Application for Windows / Mac or your mobile device.  
You will be sent a link directly from your Training Provider, which you will need to paste into Google Chrome, alternatively you can use the 9-digit code at the end of your invite in the GoToMeeting Application.  
**Please ensure you join your event 10 minutes prior to the start time.**  
If you experience any technical issues, please phone Fusion on **0808 196 3800** (Monday – Friday 08:30 – 17:30)

**2.3. Training Provider – Contact on the day**  
We would recommend having their contact details available in case there are any problems on the day.

**2.4. Trouble joining your Event?**  
If you experience any technical issues, please phone Fusion on **0808 196 3800** (Monday – Friday 08:30 – 17:30)  
If you are running late for your event, please contact your Training Provider as soon as possible.



# Results and certification





# Reaching the end of the apprenticeship journey

When results for each of the individual components are available, the IEPA certifies the overall result, ending your EPA journey!



John Edwards - **Certified on 14/04/2020** **Distinction** - 9794-12 Level 2 Customer Service Practitioner View Programme

Overview Profile

Registration Gateway Planning Assessment Certification

Registered on 14/04/2020 Submitted on 14/04/2020 Completed 3 assessments completed Complete

No upcoming events

9794-701 - Showcase Portfolio	Distinction	14/04/2020	Download
9794-702 - Practical observation	Distinction	14/04/2020	Download
9794-703 - Professional discussion	Distinction	14/04/2020	Download
Overall Certification	Distinction	14/04/2020	Download

100 Complete

Overall EPA grade

Access overall statement of achievement certificate

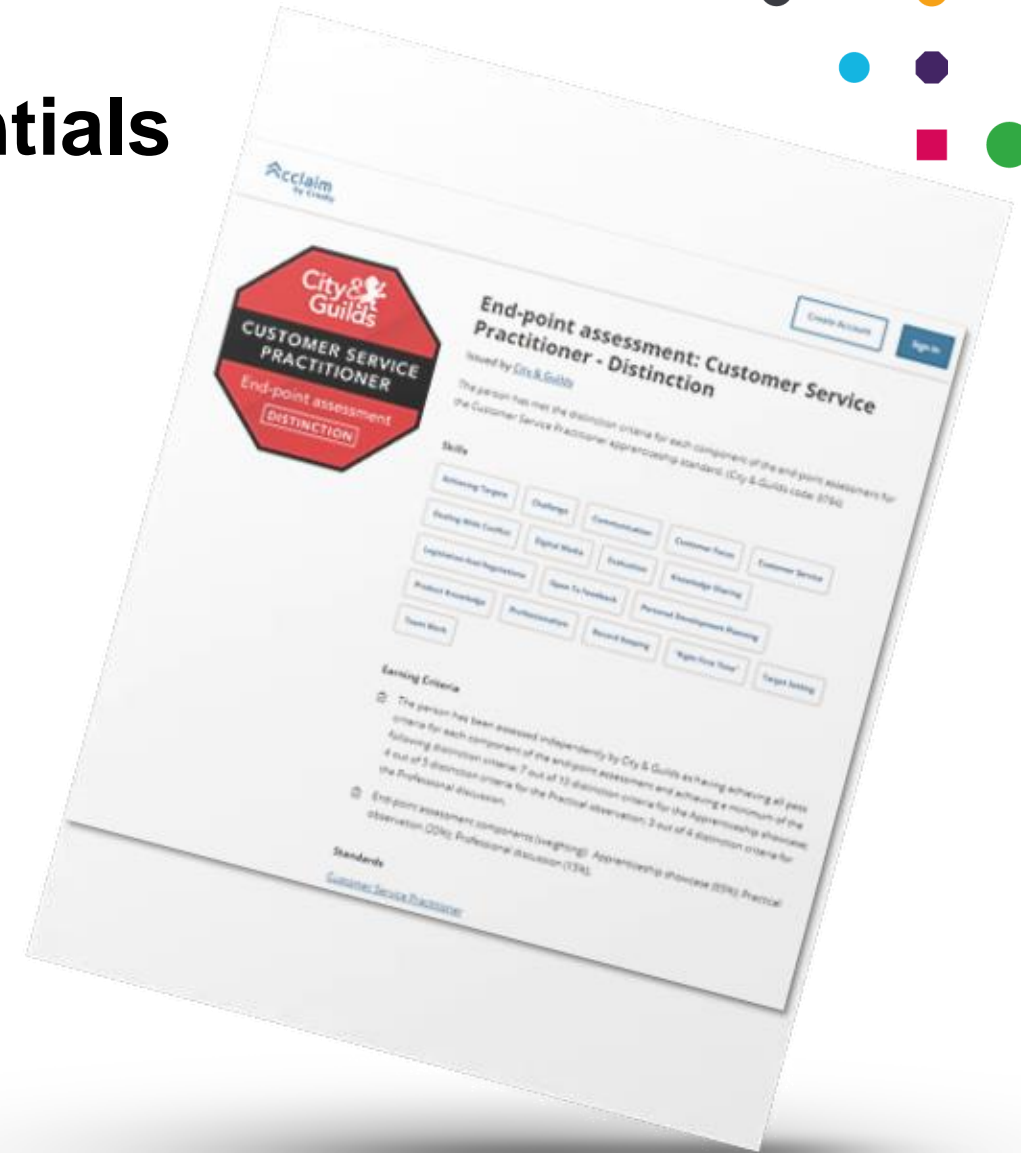




# Show Every Skill with Digital Credentials

As well as the online individual component and overall EPA statement of achievement on-line certificates, City & Guilds issue a digital credential on completion of end-point assessment

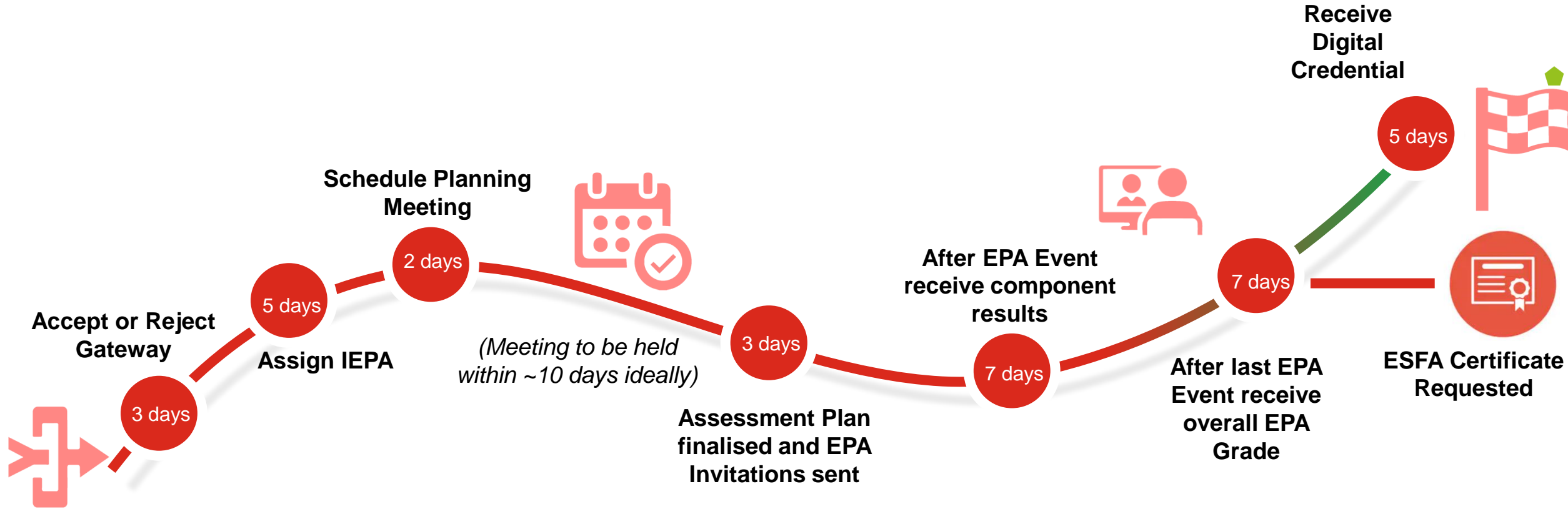
- You can share this digital credential on **LinkedIn** and **Facebook** or as part of an **on-line CV**
- Anyone viewing the digital credential sees what things you did (and what skills you picked up) to earn this badge



# Support throughout the 8 stages



# City & Guilds SLA's (where applicable)



Gateway submission



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**Planning Meeting**



*Estimated 3-4 weeks*

**EPA Events**



\* Days are working days

# Apprentice Assessment Progress – View and monitor

**Assessment Progress**

Apprentice Four

**Apprentice Four**  
9494-12 Level 3 Customer Service Specialist  
Employer 1

Component	Date	Status	Result	Notes	Action
9494-701 Practical Observation	01-09-2020 10:00	Complete	Pass		<input type="button" value="View Assessment Info"/> <input type="button" value="View QA"/> <input type="button" value="View Results"/>
9494-702 Presentation & Interview	02-09-2020 09:00	Pending QA			<input type="button" value="View Assessment Info"/> <input type="button" value="Edit Results"/>
9494-703 Professional Discussion	03-09-2020 09:00	Pending Results			<input type="button" value="Add Assessment Info"/> <input type="button" value="Add Results"/>

**Apprentice Four - On Programme - 9494-12 Level 3 Customer Service Specialist**

Overview Profile Notes

Registration Gateway Planning Assessment Certification

Registered on 25/08/2020 Submitted on 25/08/2020 Completed

No upcoming events

9494-701 Practical Observation	Pass	25/08/2020	<input type="button" value="Download"/>
9494-702 Presentation & Interview	Pending		
9494-703 Professional Discussion	Pending		

**40**  
Complete

# Support and Feedback



Contact us via:  
[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)



0844 543 0000 (option 5)



Webchat on our contact us page  
[www.cityandguilds.com/help/contact-us](http://www.cityandguilds.com/help/contact-us)

We'd love your feedback on how we can improve through our feedback link found either on

- <https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service>
- or in the useful links section in EPA Pro

## Feedback on our EPA Service Delivery

We'd love to hear your feedback and ideas on how we can improve our EPA Service Delivery, how can we make your life easier?

 Let us know 



# EPA Partnership Managers



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for the Midlands

M: 07876 448 147

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[Janice.collins@cityandguilds.com](mailto:Janice.collins@cityandguilds.com)



**Morice Hole**  
for the South

M: 07718 092138

[Morice.hole@cityandguilds.com](mailto:Morice.hole@cityandguilds.com)

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**Email** your dedicated EPA support team: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

**Phone:** [0844 543 0000](tel:08445430000) (option 5)

**Webchat:** [cityandguilds.com/help/contact-us](https://cityandguilds.com/help/contact-us)