

# **End Point Assessment (EPA)**

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November 2017 Version 1.0

## **ILM EPA Service Overview**

Version and date	Change detail	Section
1.0 November 2017	Document created	All

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This document is intended for current and prospective Customers of ILM and City & Guilds. The guide is subject to regular revision and maintained electronically. Please refer to the ILM website for the most up to date information. Electronic copies are version controlled.

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## Section 1: Introduction

### 1.1 Introduction to the *ILM Guide to the EPA Service*

In response to Government reform, new Apprenticeship Standards have been designed to meet the changing needs of employers, learners and providers. They aim to:

- Give employers control in designing apprenticeships
- Increase the flexibility of delivery
- Simplify the funding system
- Increase the effectiveness of training

End Point Assessment (EPA) has been introduced as the main assessment method for all Apprenticeship Standards. EPA can only be carried out by an independent End Point Assessment Organisation (EPAO). The Assessment Plan for each Standard outlines the assessment methods to be used.

ILM is a City & Guilds group business providing End Point Assessments (EPA) for Leadership and Management Standards. Details of which Standards we offer EPA for can be found on the ILM website.

All ILM End Point Assessment materials have been developed by highly qualified and experienced industry professionals. ILM is approved to offer EPA by the Education and Skills Funding Agency (ESFA). We appear as City & Guilds on the ESFA Register of End Point Assessment Organisations.

Further information on the ILM apprenticeship offer is available at <https://www.ilm.com/learning-and-development/management-apprenticeships>.

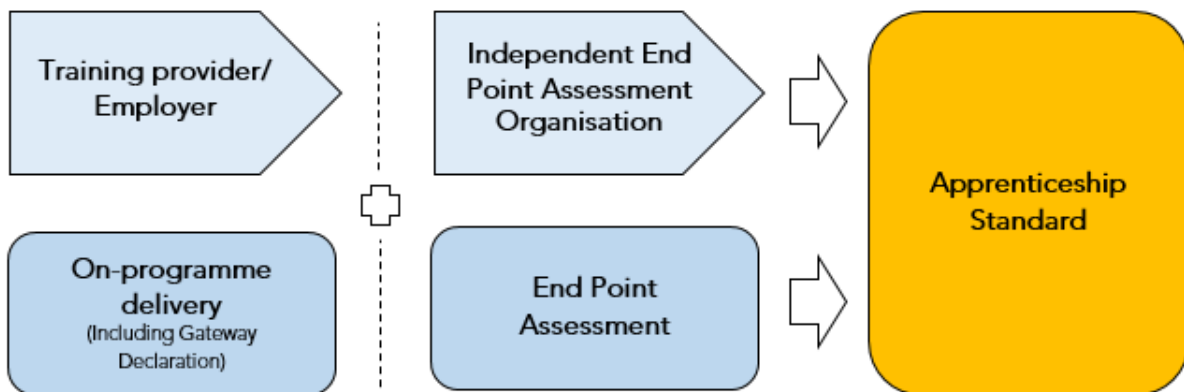
### 1.2 Who is this document for?

This document is for training providers and employers wishing to use the ILM End Point Assessment (EPA) service. This means you have apprentices who have completed the On-programme content, met the Gateway requirements and are ready to undertake their EPA.

This document details the process for the ILM EPA service, including:

- Registration and booking
- Administration
- Results
- Quality assurance

### 1.3 Apprenticeship structure



Apprenticeship Standards are composed of the following elements:

- **On-programme training and learning**

This is on-the-job and off-the-job training and learning to develop the apprentice's knowledge, skills and behaviours. It should include summative assessment and may involve the delivery of a qualification and learning materials. On-programme training and learning must meet the requirements set out in the Apprenticeship Standard (see Section 1.7 for more details).

- **Gateway to End Point Assessment**

Once an apprentice has completed the relevant on-programme training and learning, training providers/employers will 'sign-off' the apprentice as being ready for EPA. Details of Gateway requirements are included within each individual Assessment Plan.

- **End Point Assessment**

Once the On-programme and Gateway requirements have been met, the apprentice must undertake their End Point Assessment (EPA). This is the final test of their knowledge, skills and behaviours. In most cases, the EPA will be graded. Successful completion of EPA demonstrates that the apprentice is competent in their role and will result in the award of the apprenticeship certificate by the Institute for Apprenticeships (IfA).

### 1.4 What is the EPA Service?

ILM is the UK's leading specialist provider of Leadership and Management apprenticeship services. We offer an independent End Point Assessment (EPA) service to employers and training providers with apprentices who are ready to take EPA.

Assessments will be carried out by our Independent End Point Assessors (IEPAs), who are assessment experts with the required occupational expertise. IEPAs will carry out the range of required assessments securely and safely.

## 1.5 Methods of assessment

EPA for each Apprenticeship Standard is different, with the assessment methods dictated by the Assessment Plan (see section 1.7). EPA methods for the Leadership and Management Apprenticeship Standards include:

- Externally marked knowledge tests
- Competency-based interviews
- Reviews of portfolios of evidence
- Professional Discussions relating to CPD
- Presentations and Q&A

## 1.6 ILM EPA documents

We have produced documents that capture details included in the Standards and Assessment Plans. They also contain additional guidance on the EPA Service.

- ***Customer End Point Assessment Guidance Pack*** – ILM provides an EPA pack for each of the Standards we assess. The pack details the tasks that must be completed before and during EPA, as well as details of the grading. It also contains guidance for the IEPA and centre/employer as appropriate

## 1.7 External EPA documents

The following external documents (originally produced by Trailblazer groups) define what is required by an apprentice in their chosen industry.

- **Apprenticeship Standard** – This outlines the key requirements for the apprenticeship. It sets out the skills, knowledge and behaviours required for the apprentice to be deemed competent. Standards also capture information on duration, level, entry requirements, qualifications and English and maths requirements
- **Assessment Plan** – This focuses on what is required for EPA. It includes what will be assessed, the methods of assessment and grading

Further information around these documents can be found here:

<https://www.gov.uk/government/collections/apprenticeship-standards>

(Please note that the Assessment Packs and Handbooks produced by ILM incorporate the information from these documents).

## 1.8 ILM EPA support

ILM provides focused support to customers using the EPA service. The roles and responsibilities of our key support teams are listed below:

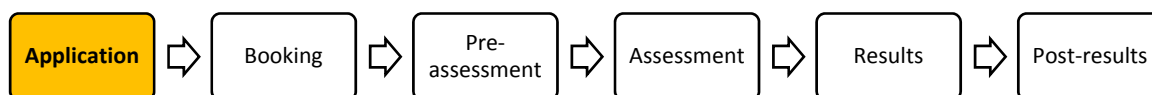
<b>End Point Assessment (EPA) Team</b>	<p>The team responsible for processing bookings, arranging the administration of assessments and handling the release of, and enquiries about, results.</p> <p>They are the first point of contact for queries about the EPA service and will support organisations from the booking stage to the issuing of results.</p>
<b>Independent End Point Assessors (IEPAs)</b>	<p>Assessors contracted by City &amp; Guilds with relevant occupation and assessment experience, who are responsible for carrying out the end point assessments.</p> <p>They will carry out all aspects of the assessment and provide the EPA team with results.</p>
<b>Lead Independent End Point Assessors (LIEPAs)</b>	<p>Experienced assessors, who are responsible for managing and supporting IEPAs.</p> <p>They are responsible for quality assuring the administration and assessment decisions of IEPAs through standardisation and sampling.</p>



## Section 2: The EPA Service

We have designed an easy-to-use high quality EPA service delivering secure, valid and robust assessments. This section details each stage of using the EPA service from end-to-end, for prospective customers.

### 2.1 Customer application



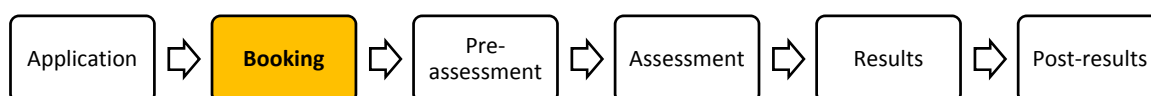
Training Providers or Employer Providers wishing to use the ILM EPA service are first required to complete an *EPA Customer Application form*. These are available from the ILM Website.

This form consists of:

- Contact and business information details
- The EPA occupation requiring assessment
- Bank details and payment method
- Customer declaration that they will adhere to the City & Guilds Terms and Conditions

Existing ILM customers (i.e. organisations with full centre approval) will fill out a slightly simplified version of the form, as we will already have some of the required information for them.

### 2.2 Booking



When an apprentice has completed the On-programme content and is considered by the employer and provider to be ready for assessment, they can be provisionally booked for the relevant EPA. Apprentices must have been **registered** with ILM before they can be booked onto an EPA. The booking process is as follows:

- Booking reservations are made using [Walled Garden](#), the ILM/City & Guilds online administration system no less than 90 days prior the desired assessment date(s)
- You will need to complete an *ESFA-EPA Data Capture Form* and *Gateway Declaration Form* and provide copies of all required On-programme achievement for each learner

- You will need to indicate preferred dates of assessment; the EPA team will seek to match an IEPA to this availability
- You will then be contacted by the EPA team to discuss your range of potential assessment dates and to confirm resourcing requirements
- The EPA team will contact the prospective IEPA, and provide them your details along with the range of assessment dates
- EPA team will formally confirm the booking by email to you

### 2.2.1 Gateway Declaration Form

As part of the booking process customers must complete a *Gateway Declaration Form* for their apprentice(s). This form confirms that both the employer and training provider are satisfied that the apprentice has completed all relevant On-programme content and met all other requirements to progress to EPA. Please note that Gateway requirements differ for each Apprenticeship Standard. However ILM has designed a unique *Gateway Declaration Form* for each of the Standards we assess.

ILM *Gateway Declaration Forms* for each EPA can be found in the *Customer End Point Assessment Guidance Pack*.

Completed forms must be submitted to the EPA team as part of the booking process.

### 2.2.2 Cancellation

Under some circumstances it may be necessary for either customers or ILM to cancel EPAs that have been booked.

If you decide to cancel prior to the EPA date, you must contact the EPA team to inform them. Please note, as per the Terms & Conditions you may be subject to some or all of the EPA fee, depending on the circumstances.

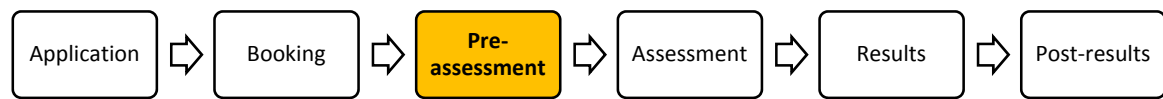
In the unlikely event that ILM has to cancel booked assessments, we will inform you prior to the EPA date. The EPA team will contact you to discuss the cancellation and discuss future availability.

### 2.2.3 e-volve

[e-volve](#) is our secure web-based assessment tool. Where an Apprenticeship Standard includes an externally marked examination or knowledge test, this will be administered using e-volve.

In some exceptional circumstances it may not be possible for a customer to use e-volve. In these situations the EPA team will make alternative arrangements for the tests/examinations to be administered.

## 2.3 Pre-assessment activities



There are a number of pre-assessment activities that may be required with EPAs, depending on the types of assessment indicated in the *Customer End Point Assessment Guidance Pack*. These must be completed prior to the assessment taking place.

### 2.3.1 Provision of assessment materials

Certain assessment types require customers to provide IEPAs with some assessment material in advance of the EPA date. This is likely to be a showcase portfolio or work-based project that the IEPA will need to view in advance of a panel review or professional discussion. The relevant *Customer End Point Assessment Guidance Pack* will indicate where this is the case.

You will be required to submit any such material to the EPA team in advance of the agreed EPA date. Deadlines for submitting this evidence will be communicated to you at the booking stage.

Material will normally be submitted electronically, however in some exceptional circumstances hard copies of the original materials can be sent. This will need to be agreed beforehand with the EPA team.

### 2.3.2 Planning assessment dates

ILM End Point Assessments are carried out using an online virtual meeting platform. Prior to the assessment taking place you will be contacted by the EPA team to discuss the practicalities of carrying out the EPA including:

- Establishing a named customer contact
- Sharing contact details between the IEPA and customer
- Start time and expected duration of the assessments
- Accessing all relevant customer systems and resources

Following this, assessment details will be confirmed in writing with the customer.

Face-to-face meetings can be requested however these will incur additional fees. Please contact ILM for more information.

### 2.3.3 Responsibility to apprentices

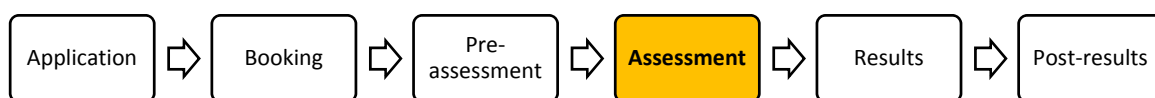
Customers must ensure that apprentices understand the EPA process and what is required of them at each stage. This includes the assessment booking details (date, time, venue etc).

### 2.3.4 Review panels

Some EPAs feature a review panel, comprised of representatives from providers, third party organisations (such as the Institute for Apprenticeships) and chaired by the IEPA. Where this is the case you must ensure that suitable panel members will be available on the day who will be appropriately briefed regarding the specific requirements of the assessment. These will be agreed by the EPA team prior to the assessments taking place.

If the panel members change at any point following this, then you must inform the EPA team.

## 2.4 Assessment



Each Apprenticeship Assessment Plan details the range and type(s) of assessment that are included in the End Point Assessment. Detailed information about assessment methods are contained in the relevant End Point Assessment pack.

The assessment process is as follows:

- End Point Assessments will be carried out in a virtual meeting environment on the dates/times confirmed at the booking stage.
- IEPAs will check that all registered candidates are present on the date/time of assessment and confirm their identity by checking that they have the relevant photographic ID. The IEPA will complete an **Assessment Recording Form** and **Feedback Form** for each candidate assessed.
- Assessments will take place in the order agreed at the End Point Assessment booking stage, following the administrative guidance in the relevant Assessment Pack.

The IEPA will not provide any feedback to the apprentice during or immediately following the end assessments. Feedback (if given) will only be provided to apprentices who fail and need to repeat one of these assessments. This will follow submission of the decision to ILM and after any grade determination has been carried out.

### 2.4.1 Examinations/knowledge tests

Examinations and knowledge tests are usually administered using the e-volve online system (see 2.2.4), however in exceptional circumstances where apprentices require, paper versions of the tests will be made available (see 2.4.2).

Customers must ensure they have secure assessment sites and trained invigilators in place in order to administer EPA examinations and tests. The EPA team will be able to further support in ensuring customers can meet these arrangements.

Where customers are unable to administer examinations the EPA team will discuss alternative options. This must be agreed prior to the date of assessment.

### 2.4.2 Access arrangements

It is important that apprentices are able to access all types of assessment. Where apprentices have disabilities, learning difficulties or temporary injuries that may disadvantage them in partaking in EPA, it is possible to apply to ILM for access arrangements. Access Arrangements will allow such apprentices to access the assessment without changing the demand, e.g. through the use of readers, scribes and Braille question papers.

It is the responsibility of the EPA customer to apply for these arrangements, on behalf of the apprentice, prior to the EPAs taking place.

IEPAs will check to ensure that any apprentices using access arrangements on the day of the assessment have the appropriate agreement from ILM.

For more information on access arrangements, please refer to the *ILM Access Arrangements and Special Consideration Policy*. (Please note this policy is currently under review and may be subject to further changes in relation to EPA assessments).

### 2.4.3 Cancellation during the EPA

IEPAs must ensure that they are satisfied that they are able to carry out the EPAs securely and safely on the day. In some circumstances you may have concerns that an assessment should not be carried out. Potential reasons may include:

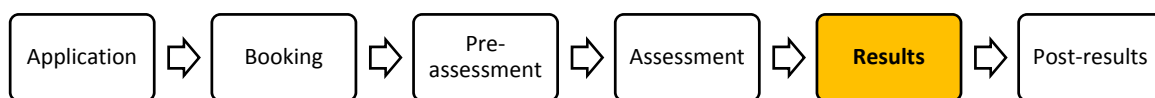
- No access to required systems
- Required resources/materials not present at the venue
- Health and safety concerns for undertaking assessments
- Concerns over validity/identity of apprentice
- Apprentice does not turn up for assessment
- Apprentice has another issue that they feel prevents them from continuing with the assessment
- Sufficient competent panel members are not available for panel reviews (where required)
- Potential malpractice identified

It may be that some issues are able to be resolved on the day in order for the assessment to take place, however there must be agreement from the EPA team before this happens. The right for ILM to refuse to undertake assessments is part of the City & Guilds EPA Terms and Conditions. Customers may be liable for some or all of the costs for the EPA, depending on the reasons for them not taking place.

#### 2.4.4 Re-sitting EPAs

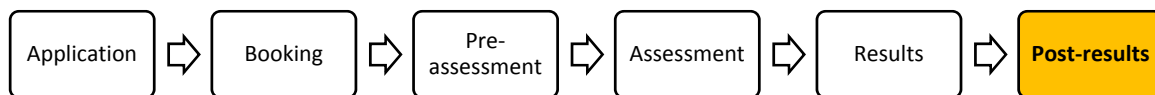
The rules for re-sitting part or all of the EPAs vary between Standards. Please refer to the relevant *Customer End Point Assessment Guidance Pack* for more information.

### 2.5 Results



Following the completion of all assessments, IEPAs will send all completed marking sheets and feedback reports to the EPA team, who will provide final grades for candidates. These final grades will then be submitted to the Institute for Apprenticeships (IfA), who will issue apprenticeship completion certificates for each standard. These certificates will confirm that the apprentice has passed the EPA and has demonstrated full competency across the Standard.

### 2.6 Post-results



Where candidates are unhappy with their EPA results, the EPA customer can make an Enquiry about the results. This means that the assessment decisions will be reviewed by ILM in order to establish whether the assessment decisions are correct.

Customers requiring this service should contact the EPA team for further information.

## Section 3: Quality Assurance

We understand that apprentices have worked incredibly hard to reach the assessment stage, and as such they deserve the very best opportunity to prove what they can do. It is vital that all End Point Assessments are carried out securely and correctly, and that the all assessment decisions are valid and reliable.

ILM EPAs are quality assured at all stages to ensure that customers and apprentices receive the highest standard of service, and that results accurately reflect an apprentice's level of ability.

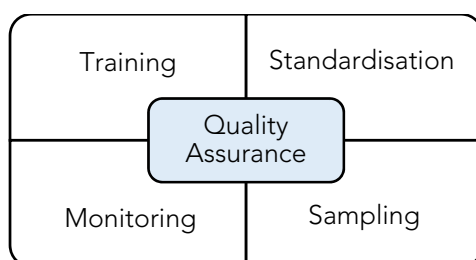
### 3.1 Our Assessors

ILM EPAs are carried out by experienced, occupationally competent Independent End Point Assessors (IEPAs). They are comprehensively trained and standardised, and are subject to ongoing quality monitoring. IEPAs are monitored by Lead Independent End Point Assessors (LIEPAs) and contracted by City & Guilds.

Our IEPAs must:

- Have no vested interest or personal stake in the outcome of assessing apprentices
- Undertake formal training and standardisation to ensure that assessment decisions are consistent and reliable
- Comply with ILM/City& Guilds policies and Code of Conduct
- Be quality assured through sampling and monitoring
- Be subject to annual performance review
- Meet continuing professional development (CPD) requirements for their occupation

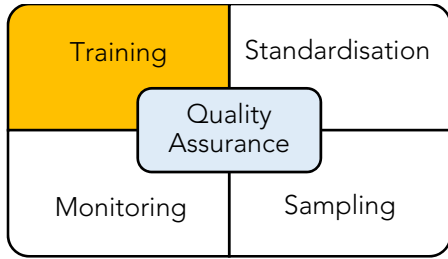
### 3.2 Quality assurance model



We know the importance of being able to trust the people carrying out EPAs to make assessment decisions that accurately reflect the performance and abilities of apprentices. As such, we ensure that our IEPAs are quality assured in their assessment administration and assessment decisions. We do this through:

- Training
- Standardisation
- Monitoring
- Sampling

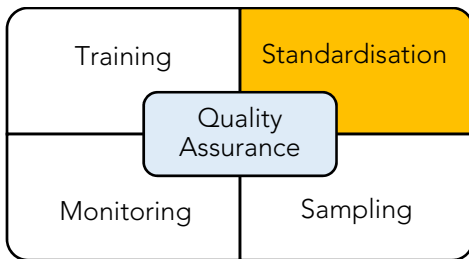
### Training



To ensure consistency of approach and in-depth understanding of the Apprenticeship Standards and Assessment Plan, all of our IEPAs are required to undertake a training schedule in order to prepare them for the role.

This will include a detailed induction and specific training for their industry area.

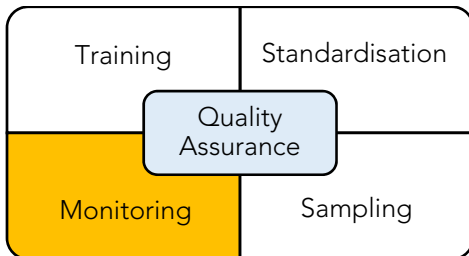
### Standardisation



All IEPAs must be standardised in all relevant assessment methods order to carry out EPAs. Standardisation is mandatory for all IEPAs and will take place on an ongoing basis

Standardisation activities are carried out to ensure that all IEPAs make consistent, robust End Point Assessment decisions to the same standard, in line with the grading criteria.

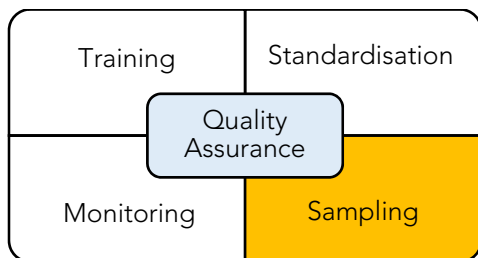
### Monitoring



Our IEPAs are subject to performance monitoring from their LIEPAs and from ILM. LIEPAs may accompany IEPAs carrying out EPAs to ensure that they are being administered safely, securely and in line with published guidance.

In addition, completed IEPA assessment documentation will be subject to review.

### Sampling



IEPAs will be sampled for the administration of the various assessment methods and the related assessment decisions.

Sampling will be structured and recorded to ensure thorough and robust quality assurance is maintained to meet regulatory requirements.



### 3.3 Responsibilities to apprentices

ILM has a responsibility to ensure that all apprentices undertaking EPAs are not disadvantaged in any way, and that they have access to valid and secure assessment. This includes ensuring that apprentices:

- Are confident that assessors will adhere to relevant policies, codes of practice and codes of conduct
- Have their personal data protected
- Are kept safe and that risk assessments are undertaken where appropriate
- Are treated fairly and without prejudice

### 3.4 External quality assurance

The ILM EPA Service is subject to external quality assurance (EQA) to ensure compliance with regulatory requirements. Individual employer groups must choose one of the following bodies to carry out EQA for their End Point Assessments:

- Institute for Apprenticeships
- Ofqual
- Employer organisations
- Professional bodies

ILM has a responsibility to comply with the relevant organisation/body.

### 3.5 Malpractice and maladministration

ILM is committed to providing high-quality EPAs which are assessed and awarded consistently, accurately and fairly. Therefore we require everyone who is involved in the implementation, assessment and quality assurance of our end point assessments to demonstrate honesty and integrity.

**Malpractice** is defined by ILM as an act or an instance of improper practice and includes maladministration. Malpractice is any activity, practice or omission which is either wilfully negligent or deliberately contravenes regulations and requirements and compromises the:

- Assessment process
- Integrity of an assessment
- Validity of a result or certificate
- Reputation and credibility of the City & Guilds Group

**Maladministration** is defined as any activity, practice or omission which results in noncompliance with administrative regulations and requirements. For example; persistent mistakes or poor administration which result in the failure to keep appropriate apprentice assessment records.

Where either malpractice or maladministration is suspected and/or identified ILM will investigate to establish whether there is any impact on the validity or reliability of assessment results. Where necessary these may be adjusted, or in some cases, invalidated.

### **3.6 Incident reporting**

IEPAs will report any event during the assessment outside an apprentice's control that may have a material effect on their ability to take an assessment or demonstrate their normal level of attainment.

### **3.7 Special considerations**

In some instances it may be appropriate to apply a post-assessment adjustment to an apprentice's result (often referred to as 'special consideration'). This needs to be requested by the customer, and approved by ILM. Detailed information on the process can be found in the *ILM Access Arrangements and Special Consideration Policy*. (Please note this policy is currently under review and is expected to be finalised November 2017).

## Useful Information

### ILM links

EPA enquiries	E: EPAenquiries@i-l-m.com T: (0)1543 266867
ILM website	<a href="http://www.i-l-m.com">www.i-l-m.com</a>
ILM New Apprenticeship Standards webpage	<a href="https://www.i-l-m.com/Learning-and-Development/management-apprenticeships">https://www.i-l-m.com/Learning-and-Development/management-apprenticeships</a>
Walled Garden	<a href="http://www.walledgarden.com">www.walledgarden.com</a>

### External links

Apprenticeship Standards	<a href="http://www.gov.uk/government/collections/apprenticeship-standards">www.gov.uk/government/collections/apprenticeship-standards</a>
Institute for Apprenticeships (IfA)	<a href="http://www.gov.uk/government/organisations/institute-for-apprenticeships">www.gov.uk/government/organisations/institute-for-apprenticeships</a>
Education and Skills Funding Agency (ESFA)	<a href="http://www.gov.uk/government/organisations/skills-funding-agency">www.gov.uk/government/organisations/skills-funding-agency</a>

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If you have a complaint, or any suggestions for improvement about any of the services that we provide, please email: [customer@i-l-m.com](mailto:customer@i-l-m.com)

## About ILM

ILM is the UK's leading specialist in leadership and management apprenticeships. Last year, we qualified over 14,000 management apprentices – seven times more than any other management body.

We believe that great leaders can come from anywhere. With the right support, anyone can grow and develop to make a real difference to their team and organisation. Which is why we help individuals from all levels to realise and apply their potential, so that the organisations they work for can reap the benefits.

## City & Guilds Group

ILM is a City & Guilds Group Business. Together, we set the standard for professional and technical education and corporate learning and development around the world, helping people and organisations to develop their skills for personal and economic growth.

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