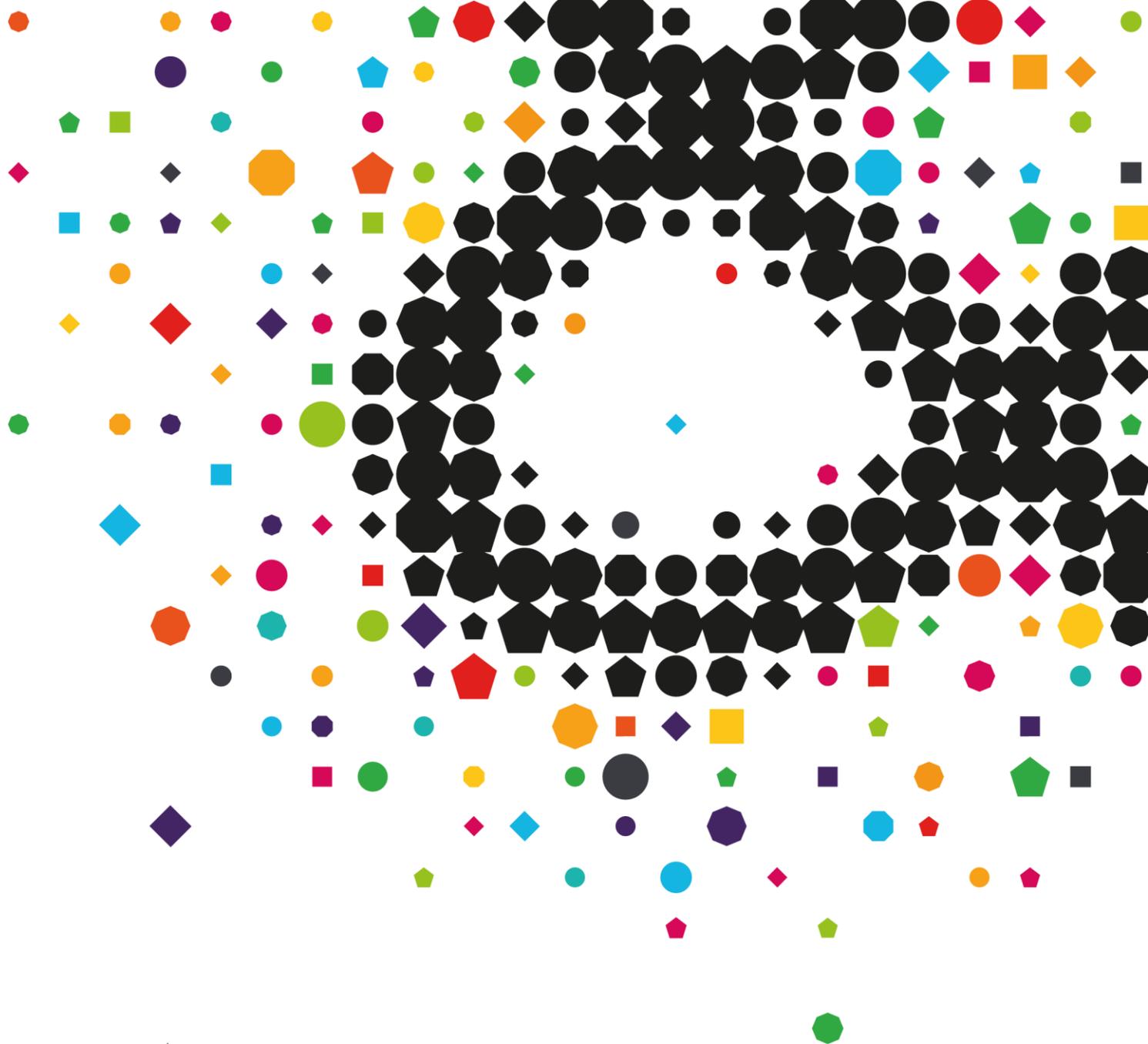


# City & Guilds and ILM

## Are you ready for EPA

18 June 2019



# Agenda

## Operational Overview for EPA **Martin Newman**

- Do you know all the steps?
- Are you familiar with all the systems?
- Do you know when to make your Reservation (booking) to secure the date you want?
- Do you know who you can call for help and support?

## Gateway and EPA Ready **Emma Kite**

- Lessons Learnt and Good Practice
- FAQ's for hair EPA
- Resources

## Time for your Questions **All**





# The 8 Steps of EPA

## Everything you need to know about the EPA journey with City & Guilds and ILM



This document is designed to help you understand our end-point assessment (EPA) journey, from choosing an end-point assessment organisation (EPAO), to results and certification. It aims to give you clear guidance of what you need to do and where you can get support and more information at each stage of the journey.



<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/apprenticeships/city-and-guilds-and-ilm-the-8-step-guide-to-your-epa-journey-pdf.ashx?la=en&hash=AD39898AA25742E504CFFBD3D5B2CD24CA53C330>



# The Different Systems

## Walled Garden



Validate Evidence for ESFA certificate – set up apprenticeship on EPA Portal



## EPA Portal



Evidence Validated and sent to booking team to confirm and schedule a date



## EPA Date Confirmed



Input all you apprentice details. Request your preferred date and time



Once you have access upload all Gateway evidence



# EPA Timescales



- We need a minimum of 7 weeks notice (56 days)
- If you make a reservation today, you will be booking for the very end of July early August
- You must have all your evidence uploaded and we will validate before we release a confirmed date
- Preferred dates for IEPA's will go on a first come first served basis



# EPA Gateway Evidence



- **Maths and English at Level 1 – Achieved**
- **Maths and English at level 2 – Attempted**
- **Myth busting** – Yes, we do need to see all aspects of the English qualification as Gateway evidence this includes the Speaking and Listening and the test.
- We will accept Walled Garden evidence of achievement this does not have to be the certification
- **On-Programme evidence of the Mandatory Hair Qualification** – unit achievement statement from Walled Garden.
- **Myth Busting** – No, you don't need to have had an EQA visit before you submit this evidence. This qualification was a low risk and DCS was transferred from the old Hair qualification – you **MUST** have applied for the approval of the new qualification through Walled Garden



# Yes – we are ready!

Are you ready for EPA

18 June 2019



**NEW** - EPA Customer Success Team are here to support and offer guidance to customers who are new or unfamiliar with the EPA journey.

There are 3 in our team to support you - Jo Howell (Team Leader), Jo Satherley (Customer Co-ordinator) and Jeff Bray (Customer Co-ordinator) and you can email them on:

[epasupport@cityandguilds.com](mailto:epasupport@cityandguilds.com) or

Jo H is the lead for the Hair and Barbering Industry, but the other Team members can support with any queries in her absence.

EPA Partnership Managers  
Martin Newman For the South  
M 07776 094894

[martin.newman@cityandguilds.com](mailto:martin.newman@cityandguilds.com)

Rebecca Hollamby for the Midlands  
M: 07876 448 147

[Rebecca.Hollamby@cityandguilds.com](mailto:Rebecca.Hollamby@cityandguilds.com)

Charlotte (Charlie) Freeman for the North  
M: 07872463157

[charlotte.freeman@cityandguilds.com](mailto:charlotte.freeman@cityandguilds.com)



# How to get in touch



## Which team should I contact?

### Speak to this team about...

### Contact details

#### Sales team

Information about our EPA service

E: [directsales@cityandguilds.com](mailto:directsales@cityandguilds.com)  
T: 01924 206 709

#### EPA application team

Getting set up as an EPA customer

E: [epaapplications@cityandguilds.com](mailto:epaapplications@cityandguilds.com)  
T: 01924 206 719

#### EPA customer success team

Support throughout your EPA journey with us once you've completed the application process.

E: [epasupport@cityandguilds.com](mailto:epasupport@cityandguilds.com)  
T: 020 7294 3201

The EPA customer success team will be in touch with you regularly to understand your EPA requirements and ensure you have everything in place for a smooth booking process.

#### Technical Advisors

Sector specific technical guidance.

Contact details for all advisors is available on: <https://www.cityandguilds.com/what-we-offer/centres/technical-advisors>

#### EPA bookings team

Specific enquiries about your EPA booking once you have started your EPA booking request (stage 5).

E: [epa@cityandguilds.com](mailto:epa@cityandguilds.com)

#### Customer services

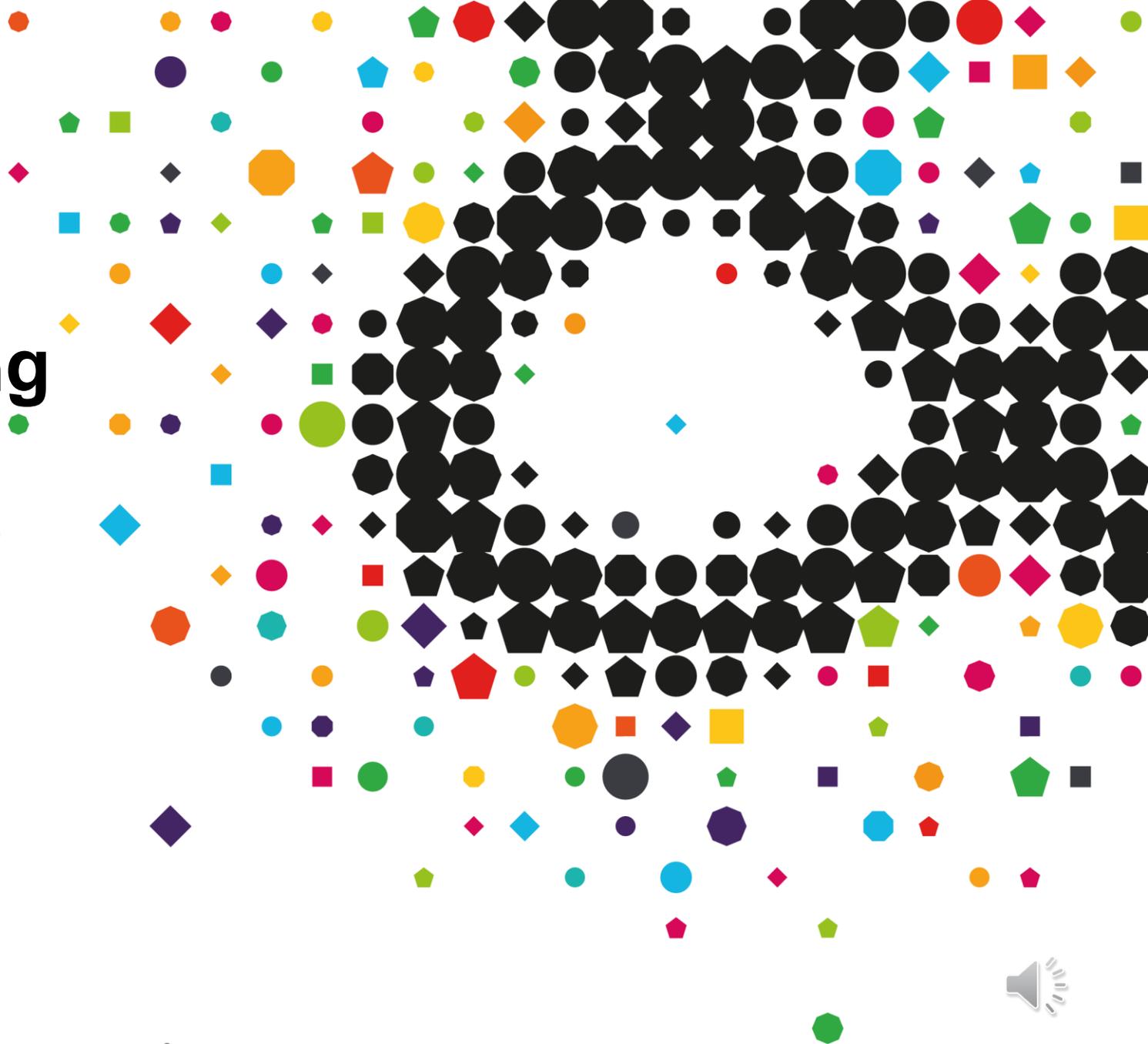
Support with our platforms including Walled Garden, SmartScreen and e-volve.

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)  
T: 0844 543 000\*

\*Calls to 0844 numbers cost 7p per minute plus your phone company's access charge.



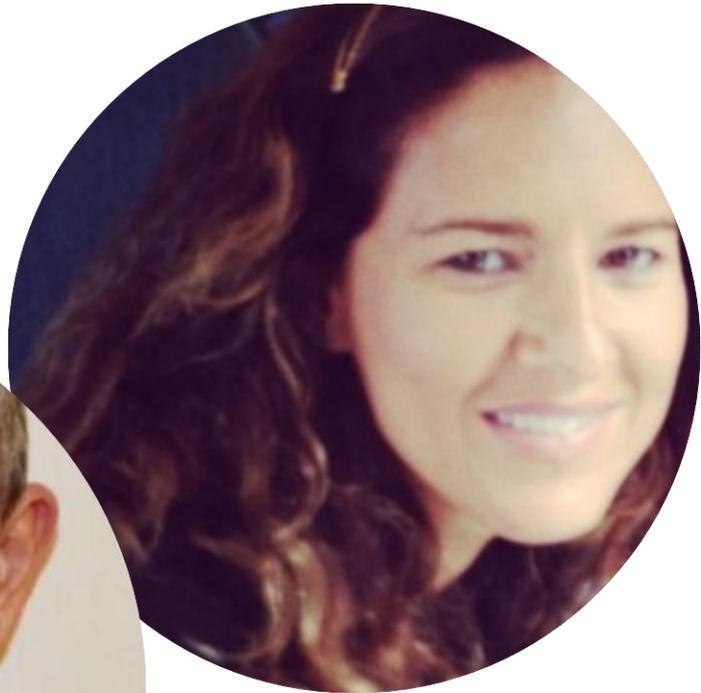
# Hairdressing/Barbering Lead IEPA feedback and lessons learnt





**Emma Mackay**  
Industry Manager – Hair, Beauty & Retail  
[emma.mackay@cityandguilds.com](mailto:emma.mackay@cityandguilds.com)

## Introducing our City & Guilds Hair, Beauty & Retail Team



**Emma Kite**  
Technical Advisor– Hair, Beauty & Retail standards  
[emma.kite@cityandguilds.com](mailto:emma.kite@cityandguilds.com)



**Sarah Fillaudeau**  
Technical Advisor– Hair, Beauty & Retail standards  
[sarah.fillaudeau@cityandguilds.com](mailto:sarah.fillaudeau@cityandguilds.com)



# Overall Performance - From September 2017 – May 2019

## Results:



- Pass 79%
- Distinction 14%

What mark does an apprentice have to get to achieve a “**Distinction**” grade overall?

To achieve a “**Distinction**” the apprentice has to achieve each component and achieve an overall score of **90% or higher** for the end-point assessment.

What mark does an apprentice have to get to achieve a “**Pass**” grade overall?

To achieve a “**Pass**” the apprentice has to achieve each component and achieve an overall score of **70% or higher** for the end-point assessment.

This criteria has been set by the “Employer group”



# Areas of good performance



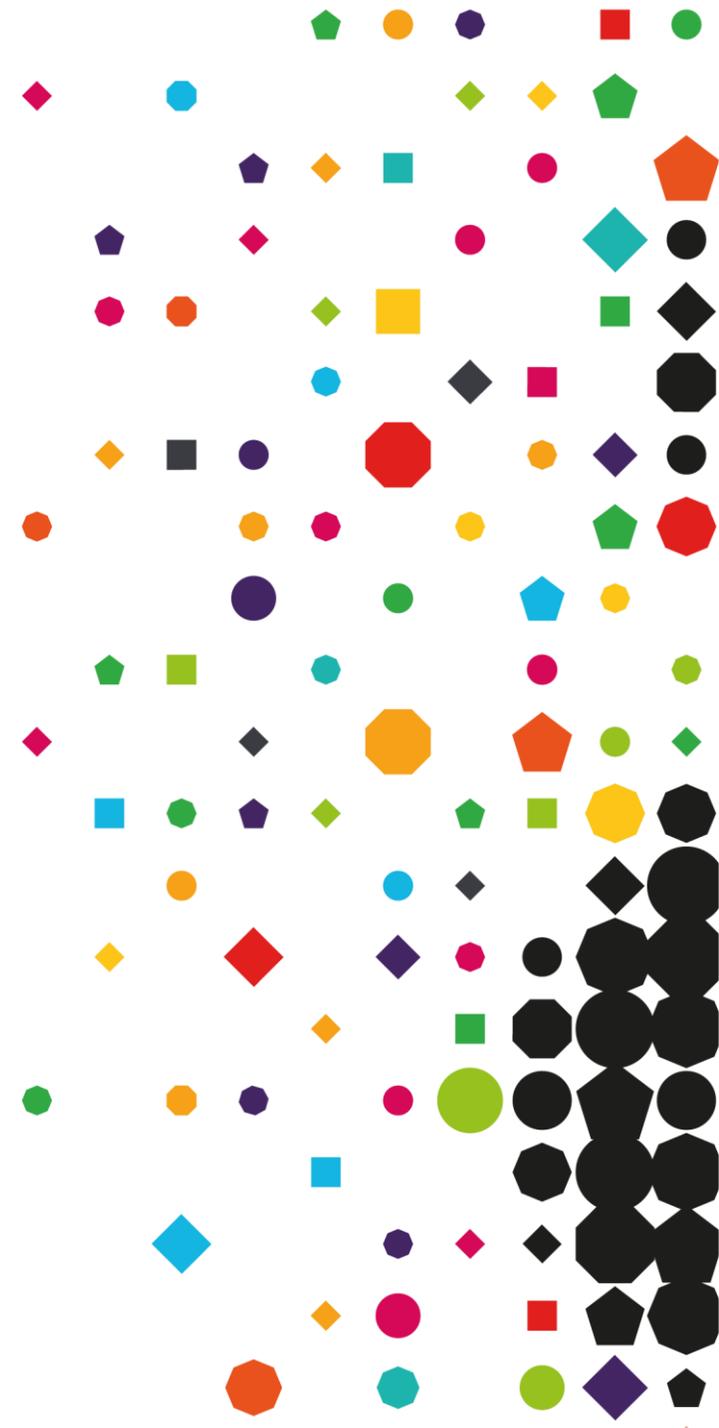
- Most apprentices showed that they could work in a methodical manner, which led to the completion of all services required.
- They communicated well with their clients, keeping the clients fully informed throughout the service and demonstrated a professional manner throughout.
- Majority of apprentices have shown good practice where they have performed in line with commercial working patterns and demonstrated the ability to work within realistic service times.
- Apprentices who achieved a Distinction in “Customer Service” imbedded their aftercare advice throughout the services, rather than solely giving it at the end of the service.
- This showed the apprentice was constantly interacting with the client and demonstrates they are confident in giving aftercare advice.



# Areas of good performance



- **Hairdressing** - for the practical observation aspect of the EPA, the apprentices that carried out the required services on two clients, (combining the two colouring services/techniques on the one client), completed this within the time allocation.
- **Hairdressing** - the more prepared apprentices demonstrated confidence in most practical skills and showed a consistent approach to the personalisation of each finished look.
- **Hairdressing** - where the apprentices achieved an overall “Distinction” they demonstrated consistent levels of skill across the all the services. The finished looks were accurate, balanced and showed a good level of finesse and polish.
- **Barbering** - good standard of hair cutting skills has been observed.



# Areas for development – Hairdressing

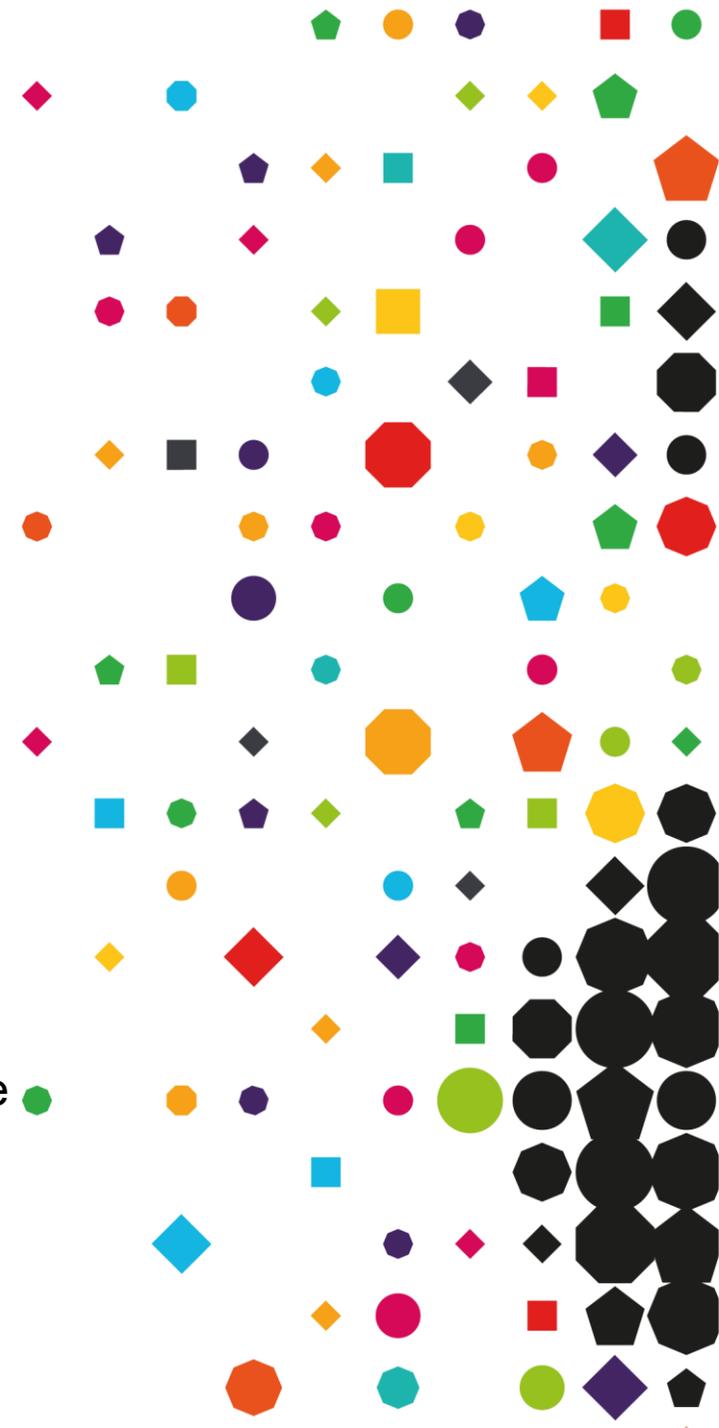
- The apprentices need to be able to select the correct clients to meet the requirements of the EPA.
- Some apprentices because they knew their client and what they were having done, failed to carry out all necessary test and checks on the hair and scalp.
- Apprentices who achieved a pass in **“Customer Service”** gave aftercare advice, but this was limited to mainly products, rather than how to manage their hair at home and when the next service should be etc.



# Areas for development



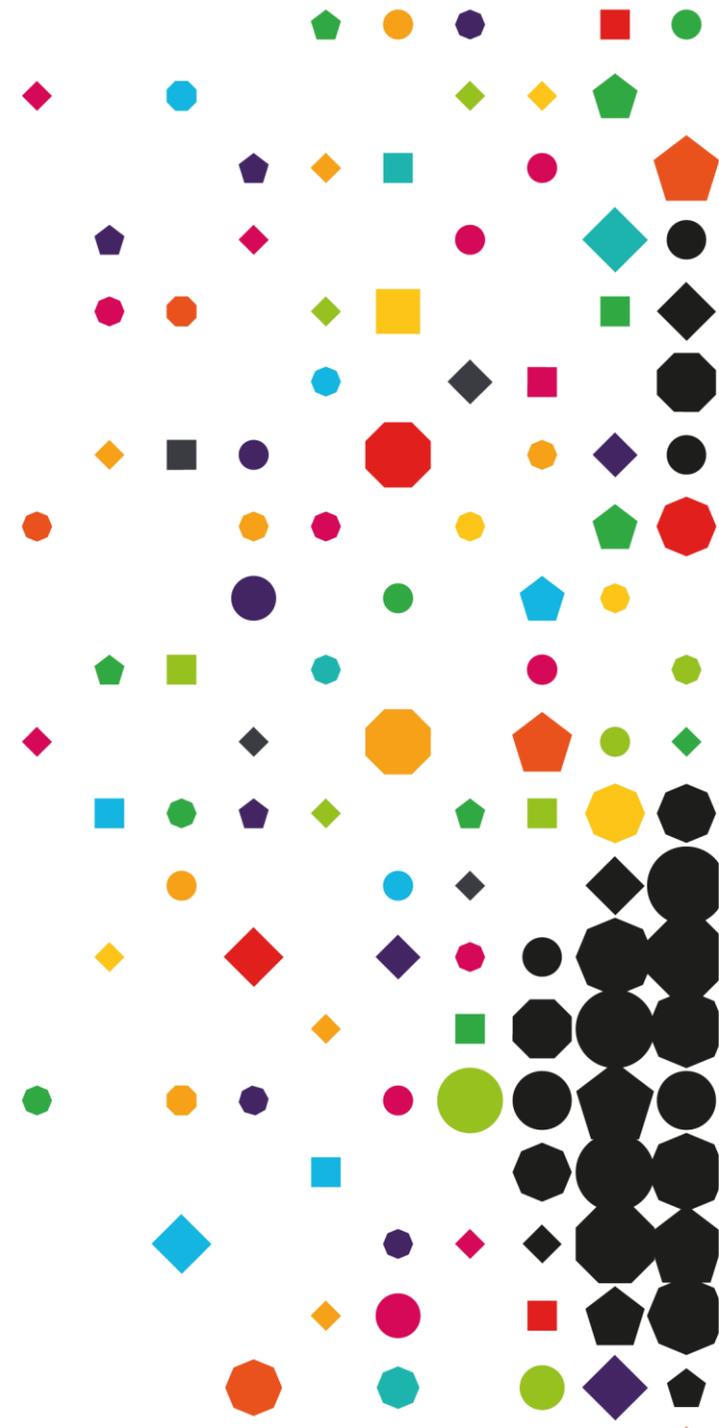
- **Hairdressing** - for the practical observation aspect of the EPA, the apprentices that carried out the required services on 3 clients, ended up rushing, which then affected their final grade, or in some cases caused the apprentice to run over the allocate time.
- **Hairdressing** - apprentices who were not so well prepared showed an attempt at being creative, however the end result lacked precision and personalisation in some of the services especially the hair up, this then then showed a lack of confidence in their ability.
- **Hairdressing** - In some cases, there was little evidence of attention to detail, which meant that opportunities for gaining distinction was missed.
- **Hairdressing** - for the re-style and finish service, some apprentices didn't change of length and shape of the client's hair.



# Areas for development



- **Hairdressing** - when working with long hair, some apprentices failed to prepare the hair correctly, which then caused the finished look not to have a good level of finesse and polish.
- **Hairdressing** - some apprentices lacked attention to detail, perfecting and refining across all services, staying focused and working meticulously, so were unable to meet the required standard to get a Distinction grade.
- **Hairdressing** - Apprentices need to remember to check the finish for balance and to personalise the finished looks.
- **Barbering** - when cutting facial hair some apprentices only cut the outside edge of the beard and did not blend the internal layers.



# Are you ready for EPA? 18 June 2019 Recommendations and advice for employers/providers



- Choice of models/clients – this is key for the apprentice to perform well on the day.
- As the apprentice is allowed to choose their models, the employer/provider needs to make sure that the chosen models are going to give the apprentice the best opportunity to showcase their skills.
- The employer/provider needs to check that the models are suitable to meet the requirement of the assessment brief.
- Style and finish hair using a range of techniques to create a variety of looks
  - one blow dry which must create volume, movement and curl - a round brush needs to be used to create curl and movement, this cannot be achieved with tongs/wands etc.
  - the apprentice must style and finish both above and below shoulder hair
- Frequently asked questions – please familiarise yourself with the latest FAQs.



# FAQs – 7002



Hair Professional EPA – Customer FAQ's  
December 2018

	Question	Answer
1.	If an Apprentice attends college on a weekly basis can the EPA be in the college?	Yes.
2.	Is there additional support or time allowance for Apprentices with learning difficulties or social barriers?	Access to Assessment requirements still applies.
3.	Is a copy of the Apprentices ID okay rather than the original?	Yes as long as it is clear and contains a photograph
4.	What happens if the Apprentice does not bring their photographic ID on the day of the EPA?	If there are concerns over the validity/identity of the Apprentice the IEPA will liaise with the EPA team who will make that decision in liaison with the EPA customer.
5.	Can we arrange for our EPAs to be taken jointly with another training provider to lower the cost?	Yes, but each centre would need to make their own EPA registrations and bookings – for funding purposes. Once bookings/reservations are completed – the centres would then need to contact the EPA team and they would combine the learners. However City & Guilds would ask both centres to book on the same day.
6.	Could you clarify that an Apprentice can complete their EPA in their own salon/workplace?	EPA environment The End-point assessment can take place at the employer's salon, a training provider's salon or a college's salon. As far as reasonably practicable the location of end-point

<https://www.cityandguilds.com/qualifications-and-apprenticeships/hairdressing/hairdressing/7002-diplomas-for-the-hair-professionalshairdressing-and-barbering#tab=documents>

# Technical FAQs – 7002



- Does it matter how an Apprentice holds a hair-dryer?

The hairdryer should be held as per the purpose it has been designed for, otherwise they will fail under “*Ways of Working*”.

- Can added hair be used when doing hair up?

Yes, as long as it is prepared on the day of the EPA within the 6 hours allocated time.

- What is classed as a “creative restyle”

A creative restyle must change length and shape and incorporate a range of different cutting techniques

- Do gloves have to worn when carrying out the colour service?

Yes, if the apprentice gets any colour product on their skin when applying, during or removing the colour, then they have failed under “*Ways of Working*”.



# Are you ready for EPA? 18 June 2019 Technical FAQs – 7002



- Do the apprentices need to do a strand test before removing all colours?

**Yes** – a “strand test” is carried out during the colouring service to see if the colour result has been achieved.

- Does an Incompatibility test or pre colour test have to be carried out on the day of the EPA?

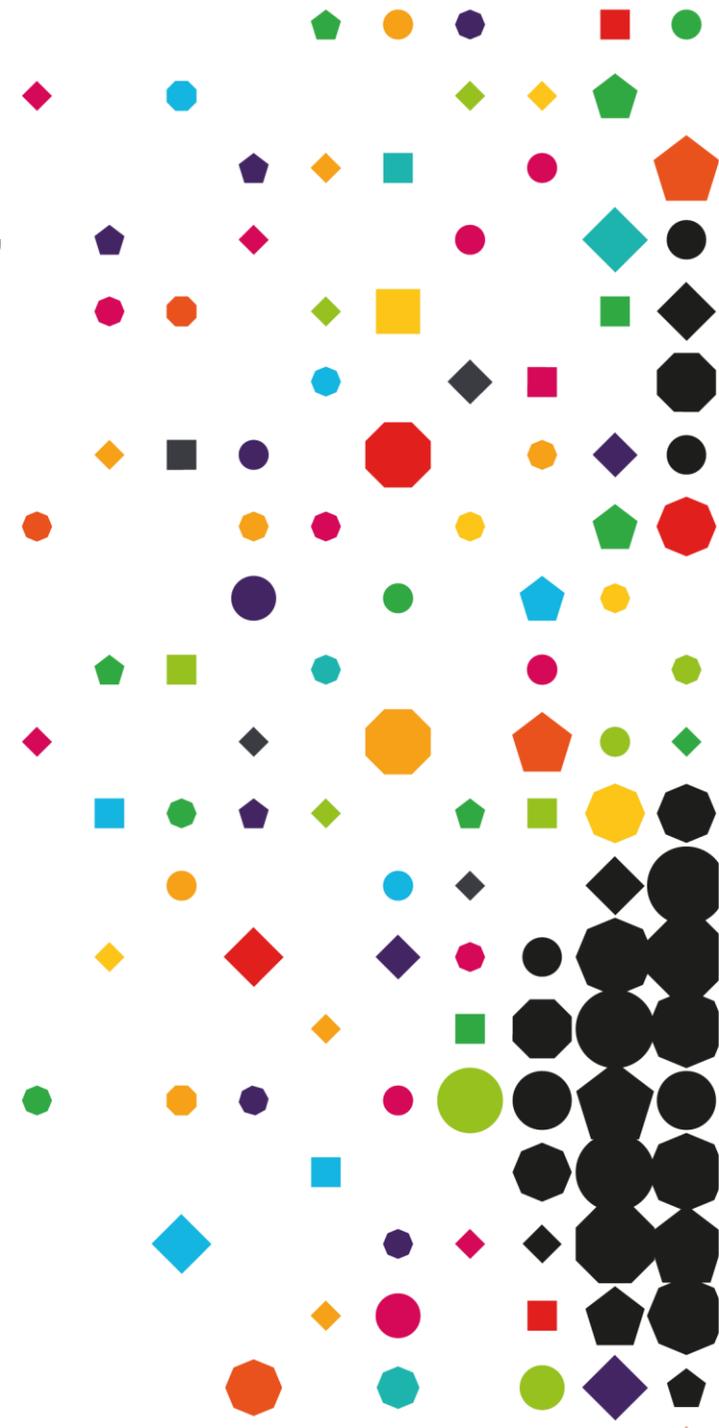
**No**, if required this would be done prior to the day of the EPA.

- Could the two colouring services be carried out on the same client?

**Yes**, the two techniques could be combined on the **same client** or could be on two separate clients, but a minimum of two different products must be used, one woven highlights (**needs to be woven to the roots**) and one other colouring technique.



# Technical FAQs – 7002



- The Apprentice has no evidence that their client has been skin tested, can the assessment still take place?

*No, there needs to be evidence in place that the IEPA can verify prior to EPA commencing.*

- What evidence will the apprentice need of a skin test?

*Client record card/details. (This can be a photocopy)*

- Do sponges have to be used during the shaving service?

*This is currently under review, concerns have been raised with the Employer group*

- Do hot and cold towels need to be used during the shaving service?

*Yes, this is part of the mandatory range that needs to be covered.*

# Technical FAQs – 7002



Can the Apprentice leave the brushes in the hair to cool when doing the round brush blow dry? **Yes.**

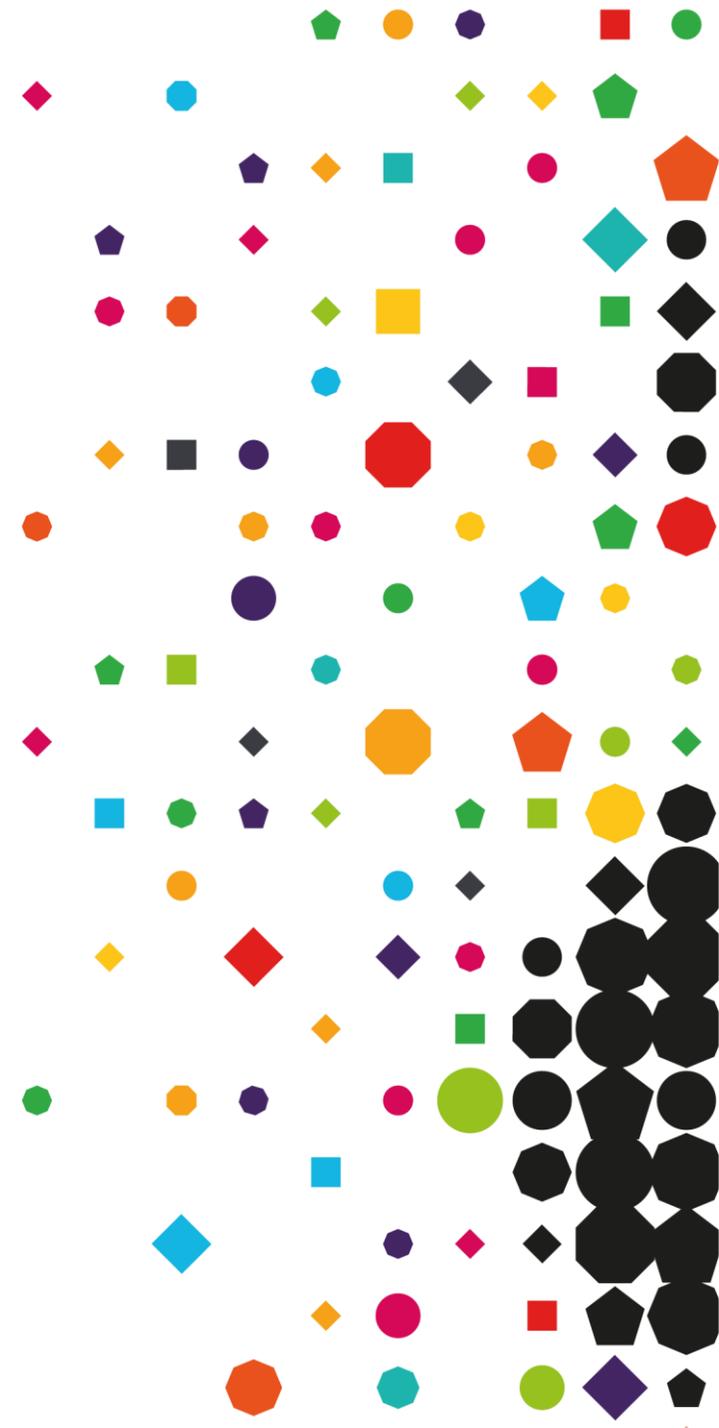
- If a round brush blow dry is dried with a brush, then pinned to cool.

Is this still a blow dry or is it now a set with pin curls?

If the hair is blow dried and pin curls are added and cooled in the hair then this would cover **both** the curly blow dry and set requirements.

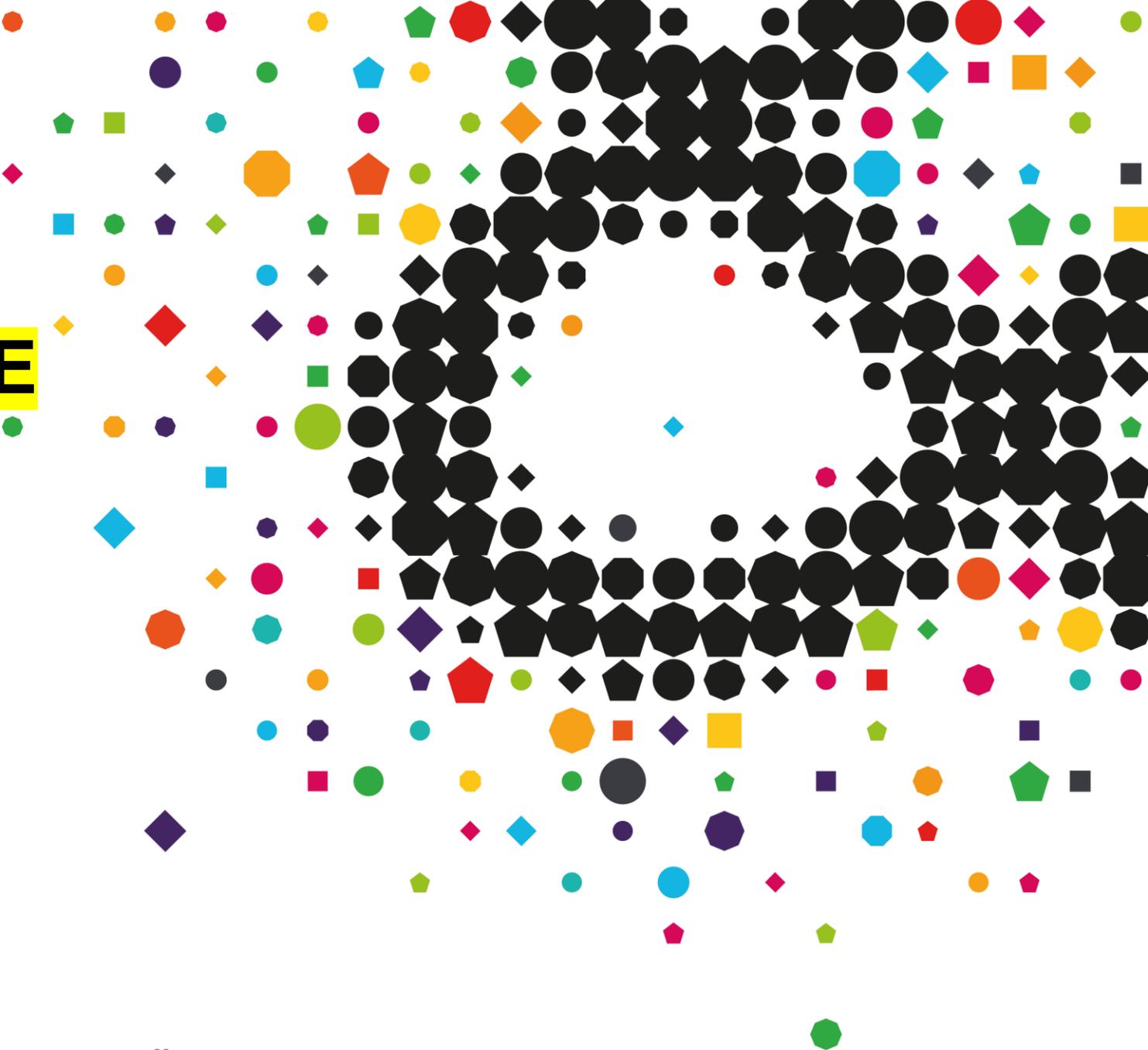
- Are heat styling techniques such as curling irons secured into pin-curls classed as a setting technique? **Yes.**
- If a round brush is used to blow-dry a bob could this cover the "curl" requirement for EPA?

**No,** the apprentice must create **a well-defined curl** with the blow-dry and the curl must be achieved with a round brush and **not** with tongs or a wand.



Getting ready to **SHINE**

like a **STAR**....



# Getting ready to SHINE like a STAR....



## TIP 1: Put in the effort!

Take a time to look at the skills required to be demonstrated as part of your “End-point assessment” (EPA), practice, practice and practice some more.

(Remember all range must be covered)

## TIP 2: Get ready to shine like a star!

When preparing, write a list of questions that you think you could be asked by the independent end-point assessor (IEPA). Once you feel ready, it may help to ask your employer or tutor to test you and provide some feedback. By practicing a few common examples, your responses will flow more naturally and you will feel more confident during the EPA.

In order for the apprentices to meet the distinction grade for “understanding” they need to be able to give full explanations of the service procedures and products and techniques used on their clients and to be able to justify their product choices to the IEPA.



# Getting ready to SHINE like a STAR....



## TIP 3: Preparing for the practical observation

There are some important details you need to know prior to arriving for your practical test so that you can make sure you are prepared to give a star performance:

Make sure you have the answers to the following questions:

What will the practical test consist of and how long will it take?

What you need to take with you.

Do you have all of the products, tools and equipment you will need?

## TIP 4: Timings

**Time yourself when you practise or when you do a mock assessment.**

**Did you complete your assessment within the time allocated when practising?**

**If not, ask yourself the following questions:**

- Did you carry out the task in the most logical order?
- Were you fully prepared before starting the task?
- Did you have all of your equipment and products ready?





## TIP 5: Working on models

The EPA for Hair Professional requires working with 2 or 3 models, make sure those models are going to give you the best opportunity to showcase your skills.....

Don't try something new on the day that you haven't already practised and perfected.

When working with models, check they are aware of the expectations and importance of this end point assessment.

## KEY!!!!

**MUST** have reliable models, that will not let you down on the day and which meet the

**FULL** requirements of the EPA

**Choice of models/clients** – this is key for the apprentice to perform well on the day.

The apprentice is allowed to choose their models, but the employer/provider needs to make sure that the chosen models are going to give the apprentice the best opportunity to showcase their skills.



# Support resources.....



Our experience delivering the new EPA service has shown that apprentices can have the competence to pass assessment but lack the confidence to show it. Preparation is key to overcoming this.

<https://www.cityandguilds.com/qualifications-and-apprenticeships/hairdressing/hairdressing/7002-diplomas-for-the-hair-professionalshairdressing-and-barbering#tab=information>

The collage consists of five distinct resource cards:

- Our EPA preparation tool:** An orange octagonal header above a screenshot of the SmartScreen website.
- Apprentice log books & text books:** A pink circular header above images of hairdressing log books and text books.
- Tutor resources (for qualifications):** A blue octagonal header above a screenshot of a qualification page for '3794 Level 3 Diploma for Customer Service Practitioners'.
- Enhanced SmartScreen:** A red octagonal header above a screenshot of the SmartScreen interface for 'Level 3'.
- Digital credentials:** An orange octagonal header above a graphic showing various digital credential icons.



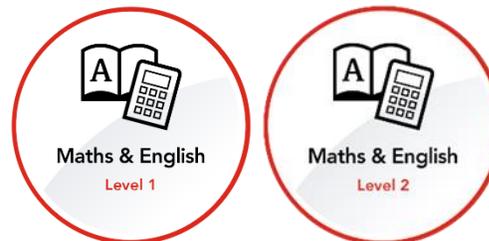
# Hair Professional (Barbering) Digital Credential Framework

<https://youtu.be/eavOxolO3v0>

## ON PROGRAMME ASSESSMENT



ACHIEVE ANY TIME BEFORE  
END-POINT ASSESSMENT...



A City & Guilds Group Collaboration



## QUALIFICATION END-POINT ASSESSMENT



# Technical Questions



**What is a lightener?**

**A Bleach**

**Do I have to use a lightener during the colouring service?**

**No - the IEPA will observe a colouring and or lightening technique.**

**The colour and or lightening techniques must change depth & tone and must show that you have:  
used a minimum of two types of products**

**semi-permanent**

**quasi-permanent**

**permanent**

**lighteners**

**toners**

**Breaks?**

**The clock stops when learners take breaks, it is up to the apprentice to decide on their breaks.**



# Technical Questions



**Are you allowed to use the end of a tint brush to section the hair when colouring**

**Yes**

**Define T- section**

**This should cover the top and the sides of the head.**

**How many foils as different from salon to salon?**

**It is not defined by amount but buy T-Section the amount of foils would be different from head to head.**

**Bun rings & added hair?**

**Hair must be prepared on the day and yes you could use padding and bun rings to support the look.**

**How long before we are informed of the result?**

**20 Days**

**Are apprentices allowed to use Meche instead of foils?**

**Yes**



# Technical Questions

Different salons have different sectioning patterns for a T-section. What is accepted for EPA?

**This should cover the top and the sides of the head**

Can the student bring a plan in the salon with them?

**Yes they can.**

Does City and Guilds have a consent form for clients regarding takings images for EPA?

**Yes the IEPA will supply on the day**

What is defined by precision?

**A precision haircut is a style using techniques that create straight, dramatic lines and clean angles**

Is Hi-lift tint classes as a lightener?

**No it is a hi – lift permanent colour**



# Technical Questions



In the EPA check list it state that the learner may have to tie their hair up for health & safety?

**Remember that professional image will be observed and safety reasons. Is it good practice for the apprentices with long hair to tie their hair up**

Learners are very nervous if they drop the comb will they fail

**No, its how they handle the situation**

Is changing depth and tone ok on a t section for changing depth and tone of does it need to be full head.

**Two colour and/or lightened hair services using a minimum of two products:**

- One woven highlights
- One other colouring technique



# Frameworks

**When is framework switched off for registrations ?**

**Summer 2020**

**Can you still move from a Standard to a Framework?**

**Yes at the time the Framework is available**

**When will the Advance Professional be ready?**

**No further updates at this time, updates will come out in alert**

**Can you clarify what Level 3 qualification we can offer over the apprentices once passed their EPA?**

**Currently only the Framework is available**



# Thank you

