



	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.	What time should the IEPA arrive at the EPA venue?	It is recommended that the IEPA arrives 30 minutes prior to the agreed start time. This gives the IEPA time to introduce themselves to the apprentices to put them at ease and to check each appointment schedule to ensure the full requirements of the EPA is being covered.
4.	Is a copy of the Apprentices ID okay rather than the original?	Yes, if it is clear and contains a photograph
5.	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.
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 assessment should match conditions of a real work environment.
7.	Do I have to register my Apprentice with an approved centre for EPA?	No.

8.	Do you have a list of approved venues?	No, Apprentices can be assessed in their own salons or within a college or Training providers own RWE.
9.	Could a member of staff that the apprentice has worked with be with them in the salon?	There needs to be a designated person on the day of EPA, but it must not be their Assessor, IQA or anyone that has been involved with their training and assessment.
10.	Can EPA be carried out in the Apprentices salon?	Yes, EPA can be done in-house, but only if the salon has a clearly separated area where the Apprentice will not be disturbed and can operate e.g. no assistance provided and no risk of collusion or support.
11.	Can an EPA be carried out over the weekend?	Yes, EPA's can be carried out on a Sunday
12.	When should the appointment schedule be uploaded onto the EPA Pro?	This is now optional
13.	If the appointment schedule is not uploaded onto EPA Pro does the centre need to have the appointment schedule available on the day of the EPA?	Yes, the IEPA needs to have the appointment schedule on the day, as it is needed to be able to assess Ways of working. "The apprentice is capable of managing and running a column within expected service times"
14.	Is there a generic appointment schedule that should be used?	No. It is up to the customer to produce their own schedule.
15.	What should the appointment schedule include?	Times, client's names and services being carried out, however it is good practice to include as much detail as possible, for example: services, products and techniques that will be used per client.
16.	Do clients have to sign to give consent to take their photos?	Yes, the IEPA will ask the nominated centre contact at the salon/barber shop to get all clients to sign to agree that City & Guilds may take photographs.
17.	Can clients bring in their children into the salon to wait for them?	No, they need to be aware that the apprentice is under exam conditions and this could be distracted.

18.	Does the Apprentice get a breakdown of their results?	Yes – Feedback +
19.	If the Apprentice achieves a “Pass”, can they resit to achieve a higher grade?	No – this requirement has been set by the Employer group.
20.	If the Apprentice fails one part of the EPA, can they just resit the area they didn’t achieve?	No – they would need to resit the whole EPA.
21.	If the Apprentice fails can they resit?	Yes.
22.	Will the IEPA feedback to the Apprentice on the day re the grade.	No – IEPAs will not give any feedback directly to the learner either during or after the assessment.
23.	When will the Apprentice find out their grade?	Their grade will be available to the employer/training provider via the Walled Garden within 7 working days.”
24.	Are resits charged at the same fee as the first EPA?	Yes.
25.	Can an Assessor/IQA from the centre be present during the EPA?	No, there needs to be a designated person on the day of EPA, but it must not be their Assessor or IQA.
26.	Can an Assessor/IQA be in the same building where the EPA is taking place?	Yes, they can be in the same building, but not in the same room as where the apprentice is being assessed.
27.	Is it alright for the apprentice to take photos of their own clients?	Yes.
28.	Can grading criteria be shown to Apprentices & Employers?	Yes, they should be fully aware of what they need to do to achieve a good grade.
29.	Can Barbers be assessed with Hairdressers?	Both Hairdressing and Barbering learners can be assessed together. This must be requested at the booking stage to ensure we assign a cross trained IEPA to the event.

30.	If an Apprentice fails the EPA, can they use the same client again for the resit?	Yes, as long as they still meet the full requirement of the EPA
31.	Does the EPA need to be on a paying client?	No.
32.	What would happen if the Apprentice didn't follow correct health & safety practices and procedures during the End-Point Assessment (EPA)?	Should an apprentice fail to follow correct health and safety practices and procedures during practical assessment, the assessment will be stopped by the IEPA, and the apprentice advised of the reasons why. It is at the discretion of the IEPA to confirm whether the End-Point Assessment can restart. The IEPA must also make the EPA team aware and log the details on the IEPA Assessment Confirmation Form within the Incidents section.
33.	Can open toed shoes been worn by the Apprentice?	No, this would be a fail under "Ways of Working" for wearing open toed shoes, as this would be a breach of health & safety.
34.	Can the Apprentice have an assistant during the EPA?	No, however, there can be a receptionist present to meet and greet clients, make refreshments etc.
35.	Does the Apprentice need to complete a consultation sheet?	No, as this doesn't reflect what happens in industry.
36.	Are the Apprentice's breaks included in the 6 hours for Hairdressing?	No reasonable breaks can be given to the learner i.e. lunch, water breaks etc.
37.	Can male clients be used for the Hairdressing EPA?	Yes, as long as they meet the full requirements.
38.	Can the models be familiar to the apprentice?	Yes, however if they are using another hairdresser or barber, then they must act as a client and <u>must not</u> prompt or advise the apprentice.

39.	Do they need to wear gloves for basic shampooing/conditioning?	No, not unless the apprentice needs to due to any skin conditions.
40.	Can a portable shampoo basin be used for barbering, as many barber shops do not have shampooing facilities?	Yes
41.	Can they bring their own brushes/scissors to an EPA?	Yes.
42.	Will apprentice fail if they drop their comb or any other piece of equipment?	No, however they need to ensure that they either have a spare comb or the piece of equipment is cleaned and sanitised before using again.
43.	Does the apprentice have to blow-dry hair above and below the shoulder?	No, they must <u>style</u> hair above and below the shoulder, but one of these styles <u>must</u> be a blow-dry which creates a well-defined curl, volume and movement
44.	What is classed as above the shoulder?	
45.	Can the Apprentice leave the brushes in the hair to cool when doing the round brush blow dry?	Yes.
46.	If so, is this still classed as a blow dry and not a set?	This is still classed as a blow dry and not classed as a set.
47.	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.

48.	Can the blow dry which has created curl, body and movement be assessed independently, then can a setting technique be used before dressing the hair up?	Yes.
49.	Are heat styling techniques such as curling irons secured into pin-curls classed as a setting technique?	Yes.
50.	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/" S" bend with the blow-dry.
51.	Does the curly round brush blow-dry have to be on long hair?	No, as long as a well-defined curl is achieved 
52.	Can heated equipment be used after the curling blow dry, to help create curl?	Yes - as long as a well-defined curl has been achieved first using the round brush.
53.	Does it matter how an Apprentice holds a hairdryer?	The hairdryer should be held as per the purpose it has been designed for, otherwise they will fail under "Ways of Working".
54.	When blow drying, would the Apprentice fail if they used the hairdryer barrel to catch the hair rather than collecting it in their hands?	No.
55.	Is the Apprentice required to turn the hair dryer off when sectioning the hair so as to cover the requirement of, 'use resources efficiently and economically' or can they leave it running?	If the hairdryer is put down to section the hair then it must be turned off.
56.	Is the Apprentice allowed to hold the hairdryer securely under their upper arm if the air flow is pointing to the floor and not affecting other apprentices or clients?	No, the hairdryer cannot be placed under the upper arm when sectioning is taking place. Health and Safety must be maintained at all times.

57.	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.
58.	Can a doughnut ring be used for the hair up?	Yes
59.	If the Apprentice cuts their finger do they fail the EPA?	No, as long as they deal with it in the correct way, if held incorrectly this will be a fail under "Ways of Working".
60.	Can texturising scissors and or razors be used on the restyle?	Yes.
61.	What is classed as a "creative restyle"	A creative restyle must change the shape and incorporates a range of different cutting techniques.
62.	Do gloves have to worn when carrying out the colour service?	Yes. If the learner gets any colour product on their skin when applying, during or removing the colour, then they have failed under "Ways of Working".
63.	What is classed as a precision cut?	A technique used to create strong, bold, sharp, precise cuts - blunt lines.
64.	What is classed as a freehand technique?	Cutting the hair without holding it between your fingers, sometimes done on dry hair so you can see the natural fall of the hair.
65.	Do you have to complete an incompatibility test on the day of the EPA?	No, you only would need to complete an incompatibility if you are unsure of previous colouring products on the hair.
66.	What is meant by a "colour test"?	Colour test/strand test is carried out to see if the required colour has been achieved, or if the lightener development is sufficient. Or to confirm colour choice prior to the service.

67.	Does a strand test have to be carried out to check the development of the colour or lightener?	Yes, and with a lightener/bleach this should be completed at regular intervals in accordance to MFI
68.	When does the development time start when using a lightener?	The development time for a lightener starts as soon as the first woven section is applied. This should be monitored in accordance with MFI
69.	What is classed as a lightener?	A lightener is a product that removes melanin and pheomelanin and does not deposit tone (bleach)
70.	Do the apprentices need to do a strand test before removing all colours?	Yes.
71.	Can 'gloves in a bottle' be used as acceptable PPE	Gloves in a bottle can be used for applying woven highlights where the product should not come in contact with their hands. Gloves must be used if the colour is going to come in direct contact with the hands or when removing a colour
72.	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, a T section (to incorporate the hair from the top and sides of the head and needs to be woven to the roots) and one other colouring technique.
73.	Could a learner use board to foil with on an EPA?	Yes, as long as they are still using foil or meche and weaving to the roots.
74.	Can a spatula be used for the woven highlights?	No, this is a pulled through technique, they must secure the woven highlights using foil/meche etc.
75.	Can a weaving comb be used for the T section?	No, as it does not demonstrate that the apprentice can weave the hair evenly, and when using these combs, the weaving technique cannot be adapted to suit the hair's density where required.

76.	What is classed as a T section?	A T section - is a woven technique that highlights the hair from top and incorporate sides of the head and <u>must</u> be woven to the roots.
77.	Does a lightener have to be used during the colouring service?	No - the IEPA will observe a colouring and or lightening technique. The colour and <u>or</u> lightening techniques must change depth & tone and must show that you have: used a minimum of two types of products <ul style="list-style-type: none"> • semi-permanent • quasi-permanent • permanent • lighteners • toners
78.	Does a toner change depth & tone?	Toners are designed to alter tone of the hair but are not designed to lift the shade/depth.
79.	How long before for skin testing? Could the client arrive with the skin test done 48 hrs prior so it could be physically checked on the day of EPA?	It will be checked by the IEPA and should be in line with MFI.
80.	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.
81.	What evidence will the apprentice need of a skin test?	Client record card/details.
82.	When drying and finishing men's hair, how many styling products must be used?	A minimum of 3 styling and finishing products must be used: <ul style="list-style-type: none"> • sprays • creams • gels • wax • tonics

		<ul style="list-style-type: none"> oils styling powders
83.	When cutting hair using barbering techniques to create a variety of looks, do you have to use a razor?	<p>Yes - over the two haircuts the apprentice <u>must</u> use all the following tools and equipment</p> <ul style="list-style-type: none"> scissors clippers clipper attachments trimmers razors
84.	How many different neckline shapes must be covered?	<p>A minimum of two different neckline shapes <u>must</u> be covered:</p> <ul style="list-style-type: none"> tapered square full neckline skin fade
85.	When completing a beard trim is it alright to just cut the outline of the beard?	<p>No - the apprentice must fully demonstrate their capabilities and a beard cut must be complete in every aspect and include trimming of the moustache and defining the outline shape and general reduction of the beard bulk.</p>
86.	Do you have to use scissor over comb during the facial hair cuts?	<p>Yes - over the two facial hair cuts the apprentice <u>must</u> use all the following cutting techniques:</p> <ul style="list-style-type: none"> scissor over comb clipper with attachment clipper over comb freehand fading
87.	Do gloves need to be worn when using an open cut razor?	<p>Yes, otherwise they will fail under "Ways of Working".</p>

88.	Do sponges have to be used during the shaving service	No, this has been removed from the End Point Assessment
89.	Do hot towels need to be used during the shaving service?	Yes, this is part of the criteria that needs to be covered.
90.	Can a microwave be used instead of a hot towel machine?	Yes.
91.	When carrying out the shaving service, does the full-face need be shaved?	Yes - a full shaving service must be completed, which includes the full face and above the lip area
Frequently asked questions regarding the Covid-19 EPA flexibilities and dispensations		
92.	How long are the flexibilities and dispensations in place?	Currently in place until 28 th February 2022
93.	Should windows be open for better ventilation?	This would be down to the discretion of the provider and their risk assessment.
94.	Due to social distancing, limited number of back washes are in operation, will this disadvantage the apprentice with their timings, if they need to wait for a back wash to become available?	No, the IEPA can allow 10% extra time to allow for extra cleaning times and if an apprentice needs to wait for a back wash. However, if numerous apprentices are being assessed the provider/employer needs to arrange the appointment schedules to try and eliminate the situation where all colours are going to be removed at the same time, especially if lighteners are being used.
95.	According to the Mitigation guide it states that up to 20% additional discretionary time can be allowed for an apprentice to implement additional PPE, screens/guards and social distancing requirements following Government and industry guidelines. So does this mean that the EPA can now take 7 hours 12 minutes, rather than 6 hours?	No - the use of up to 20% additional time is at the discretion of the IEPA. Additional time will only be allowed where there is a justifiable reason linked to either the specifics of the client or the additional needs connected to new guidelines around PPE and social distancing, services must still be commercially viable.
96.	Scenario 3 - can one client be used to cover the entire EPA?	Yes, as long as the full range has been observed
97.	Scenario 3 - could the restyle be completed on a mannequin head?	No, only the hair up can be covered on a mannequin head and as part of this service this could include the round brush blow dry and set.

98.	Scenario 3 – could the above the shoulder blow-dry be completed on a block?	No, only the hair up can be covered on a mannequin head and as part of this service this could include the round brush blow dry and set.
99.	Scenario 3 - if an apprentice is using a mannequin head for the hair up, does it need to be shampooed?	No, the shampoo and conditioning element is then assessed just on the T Section/Restyle client.
100.	Scenario 3 - if an apprentice is using a mannequin head for the set and hair up, could the set be completed whilst the colour is developing and then the hair up completed once the colour/restyle client had finished?	No, if using a mannequin head, it should be treated as close as possible to a real client, in order for the IEPA to assess the Ways of Working element.
101.	Scenario 3 - if an apprentice is using a mannequin head for the hair up, can they still achieve a Distinction for “styling and finishing”?	Yes, the apprentice cannot be disadvantaged if a mannequin head has been used. The grading criteria requirements for a distinction can still be met.
102.	Scenario 3 - can an apprentice still use 2 clients?	Yes, if Government guides are being followed