

Apprenticeship assessment service welcome guide

Guidance for providers to get started
delivering apprenticeships

Version 1, April 2026

Step-by-step guide

*Apprenticeship
assessment service*

Support platforms

*An introduction to
our digital platforms*

Support resources

*Learning materials
and documents*



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Thanks for choosing us

With the City & Guilds or ILM apprenticeship assessment service, you'll have access to expert guidance, streamlined onboarding, rapid digital certification, and proven success. You can progress with confidence knowing you have a scalable assessment service that effortlessly meets the needs of evolving standards.

This welcome guide is designed to support providers throughout the apprenticeship assessment process, including:

- Step-by-step guide to preparing for assessments
- An introduction to our administration and support platforms
- Support resources available to you

Our dedicated teams are also here to help. If you have a question that isn't covered in these pages, please get in touch with your business development manager or apprenticeship partnership manager.



Step-by-step guide: Apprenticeship assessment service

A high-level overview of the apprenticeship assessment stages.



Step 1

Review key documents and contacts



Step 2:

Getting approved and set up



Step 3:

Registering your apprentices



Step 4:

Preparing for and delivering apprenticeship assessments



Step 5:

Quality assurance and receiving component results



Step 6:

Signing off the apprentice – Gateway to Completion.



Step 7:

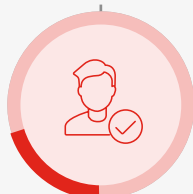
Final grading and certification

This information is correct as of the publication date, however service details may change as apprenticeship reforms progress. Find the most up-to-date version of this guide in the **Support Materials section in Proficient**.



Step 1: Review key documents and contacts

- **Apprenticeship Assessment Handbooks:** Explain the delivery and assessment requirements for each occupational standard and assessment plan.
- **Apprenticeship service hub:** Find information about our apprenticeship assessment service [on our website](#).
- **Speak to our teams:** Reach out to your business development manager to find out how we can help.



Step 2: Getting approved and set up

- **Fast-track approval:** A single-step route available for existing customers already delivering relevant internally verified or technical qualifications. It allows quick onboarding and easy expansion of provision within the same sector. Once the application form is received, you'll hear back from us within five working days.
- **Full approval:** For customers registering to deliver apprentices in a new sector, and therefore aren't eligible for the fast-track approval route, our established apprenticeship approval process is managed via the Quality Portal area of Walled Garden.

Once approved, you will be registered with an account for Proficient (formerly EPA Pro) and Walled Garden (our administration platform) within three working days. A digital solution manager will be in contact via email to notify you that you have access and can provide support on platform use. They will also set you up with an e-volve account, and provide training, if your apprenticeship assessment needs it.

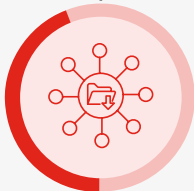


Step 3: Registering your apprentices

Apprentice registration takes place in Proficient for both individual and bulk apprentice cohorts. Providers gain immediate access to support materials in Proficient. For further support registering apprentices in Proficient, you can reach out to our team of digital support managers.

Where a qualification has been mandated for the apprenticeship, learners need to be registered in Walled Garden.

Learn how to register your apprentices to ensure they can receive their digital credential: [Digital Credentials guide for providers](#).



Step 4: Preparing for and delivering apprenticeship assessments

Apprenticeship standards can include both internal and external assessment components.

Internal assessments:

- Providers are responsible for delivering and assessing any internal assessment components in line with City & Guilds quality assurance guidance and the relevant Apprenticeship Assessment Handbook.
- Providers record and upload the results of an assessment in Proficient using the internal assessment functionality.

External assessments:

Assessment components are delivered independently by City & Guilds and will follow a familiar end-point assessment process.

- Assessment booking confirmations are issued through Proficient and by email, ensuring providers have a clear record of all scheduled assessments.
- When evidence is required for an assessment it will be shown in Proficient with the due date.
- Further guidance can be found in the Apprenticeship Assessment Handbook and other supporting resources available in Proficient.
- NB: Where a qualification has been mandated for the apprenticeship providers should follow the guidance as laid out in the qualification handbook.



Step 5: Quality assurance and receiving component results

City & Guilds carries out proportionate verification activity to quality assure centre-assessed components. This is planned to align with provider delivery timelines and ensures apprentice progression continues smoothly and without interruption.

Internal assessments:

- Results will be shown as provisional in Proficient (formerly EPA Pro) where the apprenticeship internal assessment has taken place, while the result is undergoing quality assurance by City & Guilds.
- Once the quality assurance activity is finalised, results will be confirmed and released for publication.

External assessments:

- Component level results for external assessment will be available in Proficient within seven working days.



Step 6: Signing off the apprentice – Gateway to Completion

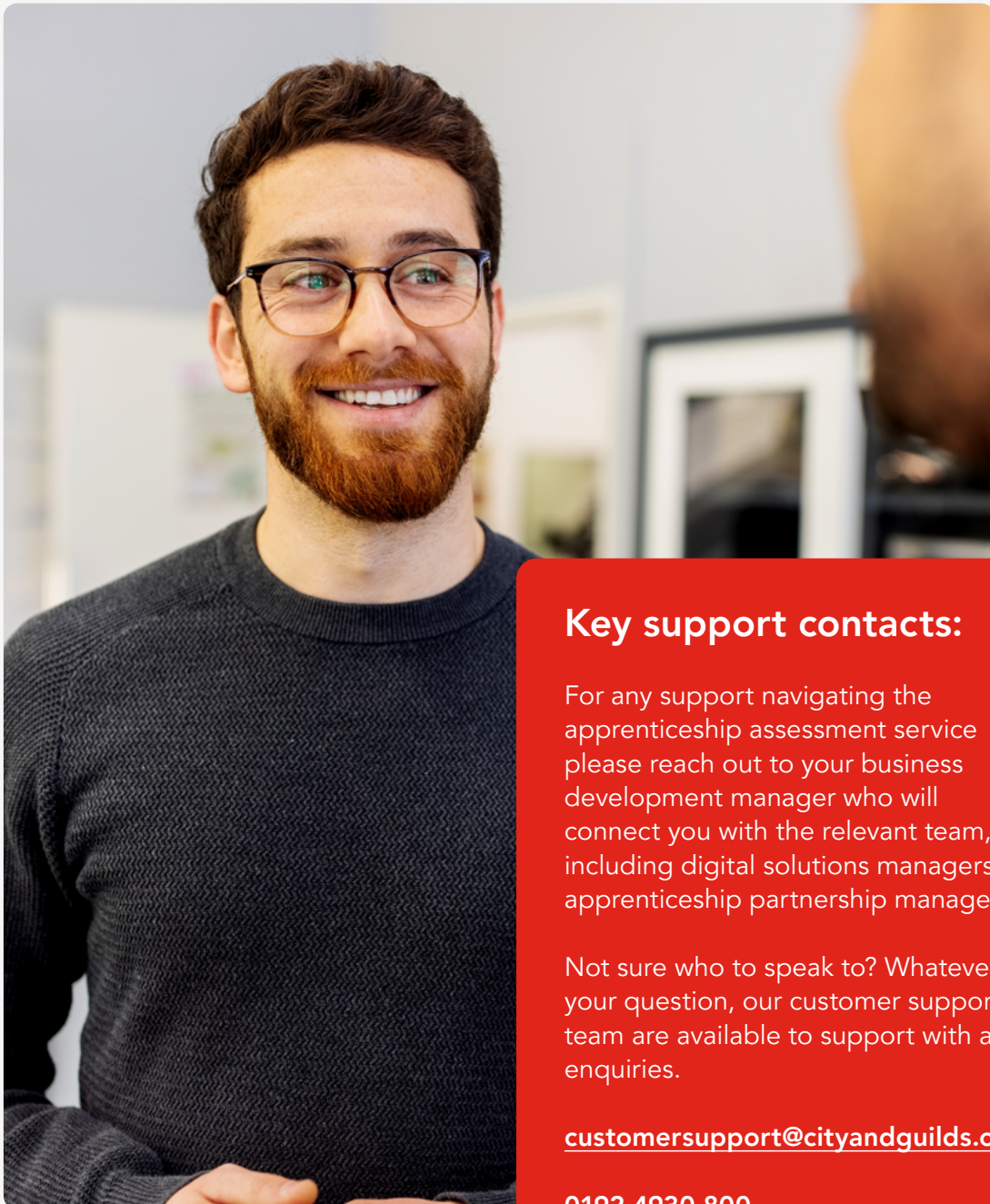
- The employer, provider and apprentice check all requirements have been met. The provider fills out a declaration form to confirm this.
- The provider submits any required Gateway evidence through Proficient.
- Assessment component results must be published before your Gateway evidence can be submitted. However, evidence can be uploaded and saved prior to final submission.
- Once submitted we review all evidence. We accept it or request resubmission and provide feedback as necessary through the platform.
- We will not be able to progress to certification until your Gateway evidence has been accepted.



Step 7: Final grading and certification

- Upon successful completion of all apprenticeship assessment components and Gateway submission approval, a statement of achievement will be accessible in Proficient, which will list the individual components and the overall apprenticeship grade.
- We will apply to the Department for Education to claim the apprenticeship certificate, which will be issued by Skills England and sent to the employer.

Apprenticeship success!



Key support contacts:

For any support navigating the apprenticeship assessment service please reach out to your business development manager who will connect you with the relevant team, including digital solutions managers or apprenticeship partnership managers.

Not sure who to speak to? Whatever your question, our customer support team are available to support with all enquiries.

customersupport@cityandguilds.com

0192 4930 800



Apprenticeship administration and support platforms

An introduction to our digital platforms to administer apprenticeships and enhance the learning experience.

Proficient (formerly EPA Pro)

[Login here](#)

Our end-to-end apprenticeship delivery administration platform.

You'll use it to:

- Register apprentices and provide access to support resources
- Access delivery guidance and support materials
- View a calendar of assessment activities, assessment progress and reports
- View Gateway to Completion requirements and upload assessment evidence
- Enter internally assessed results
- Access results and statement of achievement

Walled Garden

[Login here](#)

Our secure, online platform for approved customers and centres to search for products and services.

You'll use it to:

- Search for products and services
- Find prices for different apprenticeship assessments and resits
- Apply to deliver qualifications for new standards you want to work with us on
- Register apprentices taking mandatory qualifications as part of their apprenticeship programme
- Book e-volve online tests and Functional Skills assessments



E-volve

[Login here](#)

E-volve is our online assessment platform that enables customers to easily manage online tests for apprenticeships.

You'll use it to:

- Keep track of upcoming tests, manage delivery, and measure centre and learner performance.

SmartScreen

SmartScreen is our e-learning platform providing enhanced, on-demand teaching and learning resources. SmartScreen is a premium service with subscriptions available to purchase for various standards via Walled Garden.

You'll use it to:

- Access schemes of work, lesson plans, handouts, worksheets, activity sheets, PowerPoint presentations, and sample questions
- Access resources and bite-sized e-learning materials to support face-to-face delivery methods centre and learner performance.

For more information about our platforms, sign up to [smartscreen](#), or request support, go to [our website](#).





Apprenticeship assessment support resources

Access learning materials and documents to maximise assessment success.

Apprenticeship Assessment Handbooks

Apprenticeship Handbooks are available for each standard and include guidance materials on resource requirements for the assessments, the standard and assessment plan, assessment tasks and grading approaches, timelines and preparing your apprentices.

Customer reports for assessments

These reports contain insights from previous assessment experiences, including lessons learned, trends, tips on what good looks like, and common reasons for failure. Use them to refine apprenticeship delivery and improve success rates.

Exemplar materials

Exemplar materials will provide apprentices and employers/training providers with in-depth knowledge on how to prepare for external apprenticeship assessment. They're tailored to each of the assessment methods the apprentice will face during this apprenticeship.

We have a variety of resources available to help you and your apprentices through their apprenticeship journey. This includes guidance documents and where applicable, standards required for your apprentice to achieve a pass, a merit, or a distinction.

Additional products and services to support apprenticeships

Qualifications and recognitions to enhance your journey.

Functional Skills

Every apprenticeship standard sets out the minimum maths and English level required.

- For apprentices aged 16-18 who do not already hold a suitable equivalent qualification, maths and English is a mandatory part of the programme. They must achieve the required level during their apprenticeship before they can pass through Gateway to completion. Evidence of achievement, or an appropriate exemption, must be provided.
- Apprentices aged 19+ are no longer required to achieve maths and English qualifications to pass, but developing these skills is still encouraged.
- Apprentices aged 16-18 on a foundation apprenticeship must start and continue to study for English and maths at the appropriate level, but they are not required to take the assessment. Where providers deem it appropriate Functional Skills assessment can be taken.

Our Functional Skills qualifications help apprentices build the confidence and knowledge needed to reach the required level. [Find out more](#)

Digital credentials

We issue apprentices with a digital credential to help them easily verify and share their achievements online.

Digital credentials are automatically issued by email to successful learners. To issue these credentials we need your learners' personal email addresses.

[Find out more](#) or read our [Digital credentials guide for providers](#) to learn how to register your apprentices to ensure they can receive their digital credential.



Continuing professional development events

Our continuing professional development (CPD) events are designed to enhance the professional development of your qualification delivery teams and elevate delivery of educational standards.

Customers can choose from a comprehensive menu of interactive online and in-person sessions.

Each event will be supported and facilitated by City & Guilds Technical Advisers who have cultivated extensive expertise in teaching and assessment within the Further Education, and the wider Work-based Learning sector.



Find out more [about CPD opportunities](#)





Contact us

How to get in touch

The City & Guilds apprenticeship team delivers the apprenticeship service for all City & Guilds and ILM apprenticeships.

If you have any questions, please reach out to your business development manager, apprenticeship partnership manager, or our customer support team:

customersupport@cityandguilds.com | 0192 4930 800

What do you think of our apprenticeship assessment service?

We value your ideas and feedback on our service. If you have suggestions that could help us improve, please share them via our online feedback form.

[Feedback and escalations | City & Guilds](#)



About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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The latest version of this Welcome Guide can be found in Proficient within the Support Materials section.

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