

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



A City & Guilds Group Collaboration

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.



Stage 1: Choosing your EPAO

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

When you're planning to deliver new apprenticeship standards you and the employer will need to decide which EPAO to work with. Visit our [website](#) for guidance documents and webinars about our EPA service.

You will have initial conversations with your business manager or our EPA customer success team to find out how we can help you.



▼ Important information

Each apprenticeship standard has factsheets and end-point assessment packs that outline requirements you will need to be aware of. These are available on our [website](#). Documents for leadership and management (ILM) standards can be found on [Walled Garden](#).

It's important that you review the [EPA Manual](#) with all of our terms and conditions and service level agreements and share this document with all parties involved.



Stage 2: Getting set up with an EPA agreement

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▼ Step 1 (for brand new customers only): Get set up with City & Guilds and ILM

As a brand new customer to City & Guilds and ILM, you'll need to complete an EPA-only customer enquiry form so we can set you up on Walled Garden, our administrative online portal for City & Guilds and ILM customers.

> [City & Guilds EPA-only centre enquiry form](#).

> [ILM EPA-only centre enquiry form](#).

Our EPA applications team will set you up within five days or will call you to verify information if there is anything missing. If you need support, please contact epaapplications@cityandguilds.com or call 01924 206719.

Once you are set up with Walled Garden access, you can move on to Step 2.

▼ Step 2: Complete the EPA application form in Walled Garden

City & Guilds and ILM customers need to complete and submit the application form in the quality portal area of Walled Garden. You will need to complete the City & Guilds form for City & Guilds standards and the ILM form for ILM standards. You'll need to assign a key contact who will receive a welcome call from our EPA success team. You can let us know if you need to change this key contact at any stage.

Please note, if the apprenticeship standard includes a mandatory qualification, or you choose to embed a qualification as part of on-programme learning, you will need to complete a Quality Approval (QAP) form in [Walled Garden](#). If you do not have centre approval with us, please speak to our sales team about how to become an approved City & Guilds or ILM centre.

Once you have completed the form, we will confirm your EPA agreement within two working days. Our EPA customer success team will call you and we will send you a welcome pack and support resources.

▼ Important information

Only primary and secondary user profiles on Walled Garden will be able to submit applications, registrations and bookings.

In the application form you will need to enter the six-digit EPA code for the standard you wish to deliver. You can find this in our [master product list](#).

▼ Step 3: Get set up on our assessment platforms

If the EPA includes a knowledge test, you'll need to get set up on e-evolve, our platform for online testing. It's worth getting set up on e-evolve at this stage so you don't have to worry about it later.

If your EPA includes remote assessment it is also worth testing Go-To-Webinar to make sure you can access the platform. There is a test link in the EPA Manual or speak to our EPA customer success team for further support.

Once you're set up, our handy step-by-step user guides for [e-evolve](#) and [Go-To-Webinar](#) will take you through our processes.



Stage 3: EPA registration

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



▼ Step: 1 – Complete the registration in Walled Garden

The earlier you register apprentices for EPA, the more support you'll be able to give them with our EPA preparation tool, mock tests and exemplar materials.

You will need to register your apprentices on [Walled Garden](#) for an upfront fee of £25.

The registration form requires you to complete information including the apprentice's name, ULN, the ILR start and planned end date and the employer's details.

Refer to our [Walled Garden EPA booking guide](#) for more information.

▼ Step: 2 – We'll give you access to EPA preparation resources

Within three days, your assigned key contact will receive an email with access to SmartScreen for our EPA guidance documents and preparation materials. These materials will help you to support and prepare apprentices for their EPA.

You can contact our EPA customer success team epasupport@cityandguilds.com for assistance.

Once you have read the EPA pack, our customer success team and specialist technical advisors will help to guide you through any complexities for individual apprenticeship standards and the range of requirements for EPA.

▼ Step 3: You'll need to allocate SmartScreen access to delivery staff and apprentices

By allocating apprentices access to SmartScreen, they will be able to use our personalised EPA preparation tool to help them feel ready for their EPA experience. Watch this [short video](#) to find out how the tool can help apprentices.

Staff who are preparing apprentices for their EPA will need access to SmartScreen to access EPA guidance documents for each standard. This includes an annual report produced by our lead assessors (LIEPAs) with insight into our EPA results across a standard. These reports can help you refine your apprenticeship delivery to improve success rates.

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Stage 4: Your gateway – signing off the apprentice for EPA

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You should begin this process approximately three months before the planned EPA event.

Your gateway point is when the employer, provider and apprentice need to confirm and agree the apprentice will meet the required level of skills, knowledge and behaviour by the time they take their EPA. At this point you should complete the gateway declaration form ready to send to us during booking.

Our EPA customer success team will be on hand to support you through gateway so you're ready to book EPA.

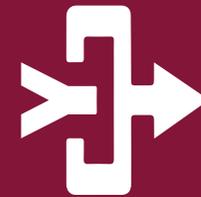
▼ Important information

You will find the gateway declaration form for your apprenticeship standard on [SmartScreen](#) with guidance documents and preparation materials. It's also available on the webpage for the relevant apprenticeship standard under '[Qualifications](#)'.

Make sure that you have all the evidence required for gateway so there is no delay to the booking process. Each standard has different requirements, so please refer back to our EPA pack for details (available on our website or SmartScreen).

Remember, once we get to the EPA event, the apprentice must have been on-programme for a minimum of 12 months and one-day.

If a mandatory qualification is included in the apprenticeship standard, the results will need to be presented as part of gateway evidence. We recommend you contact our quality delivery team at least three months in advance of requesting a booking to arrange the external quality assurance activity if you do not have direct claim status.



Stage 5: EPA booking request

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

▼ Step 1: Submit an EPA booking request in Walled Garden

You'll need to propose a date for EPA (a minimum of 60 days in advance) using our 'on demand' booking. Dates will not be guaranteed and will be subject to availability of assessors and the timely completion and submission of gateway evidence. We will confirm the booking date with you once we have received and reviewed your gateway evidence.

You will need to provide us with employer details and required EPA booking information. We will not be able to process your booking request until details are complete.

Some standards have a shorter booking window, please speak to our EPA customer success team for further help and information.

For support on booking EPA on Walled Garden, refer to our [user guide](#).

▼ Step 2: Upload gateway evidence onto our EPA portal within 10 working days

Once we've received the booking request form, we will give you access to the EPA portal. You'll use the portal to provide us with gateway and assessment evidence.

Within 10 working days of gaining access to the EPA portal, you'll need to submit the gateway evidence required to progress with your booking. Make sure you have a quality assurance process in place to check you have all the evidence you need. If you upload this gateway evidence before 10 days, please notify epa@cityandguilds.com and we can check it earlier for you.

Our handy user-guide for the [EPA portal](#) will show you how to upload both gateway evidence and assessment evidence (which you'll need to do at a later stage ahead of the EPA event). Our EPA customer success team will be on hand to support you with using the portal and ensure you know what evidence you need to upload.

▼ Step 3: We'll check your evidence and move to booking confirmation

10 working days after we have given you access to the EPA portal, we will check your gateway evidence and let you know if it does not meet requirements set out in the standard. This helps you to improve your internal quality assurance processes to support the apprentice.

Important: The apprentice cannot sit any part of the EPA assessment until the relevant gateway requirements have been met. This is an Institute for Apprenticeships (IfA) requirement.

Please refer back to the EPA pack to ensure you're ready for the assessment with all the required resources.



Stage 6: EPA booking confirmation

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▼ Step 1: Booking confirmation

We'll send you a date and time for the EPA event that is as close to the date that you originally requested, subject to no delays in the previous stages.

Once you have agreed this date, we'll confirm the booking via an electronic booking confirmation form which needs to be signed, dated and returned within three working days. You may incur an administration fee if you need to make changes to your booking after this stage.

For some standards, the independent end-point assessor (IEPA) will get in touch ahead of the EPA event to discuss and agree requirements for the EPA assessment evidence.

▼ Step 2: Booking the knowledge tests

Knowledge tests on our e-volve platform cannot be taken before the gateway has been passed and the booking is confirmed. The e-volve assessment should be booked five working days in advance of the assessment date and can be sat on the scheduled date or up to 30 days after.

The test could become null and void if completed outside the allowed window. Check the requirements for your individual standard as in most cases, the knowledge test must have been passed before other assessments can take place. Please refer to the EPA pack for further information.

▼ Step 3: Upload assessment evidence, if required

10 days before the EPA event, you'll need to upload the assessment evidence as required by the standard. Make sure you have a quality assurance process in place to check quality and only upload the strongest evidence. Once we have the assessment evidence required, we will remove your access to the EPA portal for this booking to protect the submission for assessment. We will send the assessment evidence to our independent end-point assessors for review before the EPA event.

Ahead of the EPA event, make sure you check all requirements in the EPA manual about apprentice and assessor responsibilities.



Stage 7: EPA event

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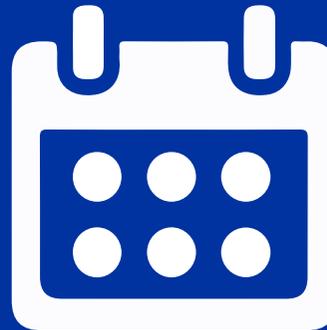
The EPA event/s take place on an agreed date. An assessor will carry out the EPA event. This might be a face-to-face event such as an observation, or a remote assessment such as a professional discussion conducted via Go-To-Webinar.

▼ Important actions

Ensure the apprentice is prepared for the event and they know the time, date and location, and to bring their ID. It's also worth ensuring colleagues are aware so the assessment is free from interruptions.

▼ Our assessment review process

As part of our quality process, the assessor will send all completed assessment documentation and feedback reports to City & Guilds and ILM. The lead assessor (LIEPA) will then quality assure the assessment decision.



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Stage 8: EPA results and certification

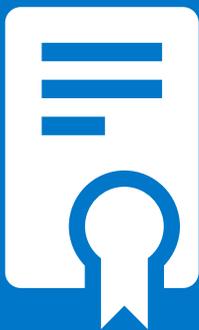
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▼ Step 1: Accessing results

Results and certification takes place within 20 working days. However, we issue 90% of our results within 15 working days.

Results will be available on Walled Garden.

If your apprentice fails, we give you formal notification and feedback so that you can work with the apprentice on the area that they failed.



▼ Step 2: Re-sits procedure

If you need to book a re-sit, once the apprentice is assessment ready, you will need to go back to the booking request form on Walled Garden. Please note, the six-digit EPA code for re-sits is different to the product code you used initially. Refer to our [master product list](#) for all product codes.

Please check the EPA pack for rules around re-sits for your apprenticeship standard.

▼ Step 3: Receiving your EPA certificates

On successful completion of EPA, we'll send you a statement of achievement.

We will notify the IfA on your behalf and the IfA will send the apprenticeship certificate direct to the employer within 3–4 weeks. For questions on the apprenticeship certificate contact the National Contact Centre on 0800 150 600.

▼ Important information

Remember, you'll need to update the ILR with completion information to secure the completion payment from the Education and Skills Funding Agency (ESFA).

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Stay on track



Follow our eight-step guide to the EPA journey with City & Guilds and ILM. From choosing an EPAO, to results and certification, we're here to support and guide you throughout your journey.

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How to get in touch



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Which team should I contact?	Speak to this team about...	Contact details
Sales team	Information about our EPA service	E: directsales@cityandguilds.com T: 01924 206 709
EPA application team	Getting set up as an EPA customer	E: 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 . 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.	E: epasupport@cityandguilds.com T: 020 7294 3201
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
Customer services	Support with our platforms including Walled Garden, SmartScreen and e-olve.	E: centresupport@cityandguilds.com T: 0844 543 0000*

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

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