

## Guidance to EPA Customers

### Provider customer and sub-contractor relationships

As from August 2018 and in accordance with current ESFA funding rules for End-point Assessment (EPA), City & Guilds can only have a contractual agreement with:

- a main, employer and/or supporting provider; and
- where the organisation is listed on the Register of Apprenticeship Training Providers (RoATP).

This customer type is now known as the '**provider customer**'.

City & Guilds will permit sub-contractors to make registrations, book knowledge tests and place bookings for EPA, on behalf of a provider customer. However, in order to allow this process to function correctly and to maintain accordance with the ESFA rules, the provider customer will need to inform us of this and ensure the conditions outlined in this document are met.

City & Guilds as an End Point Assessment Organisation (EPAO) does not provide advice, guidance or recommendations on provider and sub-contractor agreements nor does City & Guilds confirm whether these agreements meet with ESFA rules. It is the responsibility of all provider customers to ensure agreements with their sub-contractors meet with ESFA rules. We therefore recommend guidance is sought from the ESFA's '[Using subcontractors in the delivery of apprenticeships](#)' document.

The Associate of Colleges (AoC) has also produced an [apprenticeship subcontracting guide](#) you may wish to supplement your understanding.

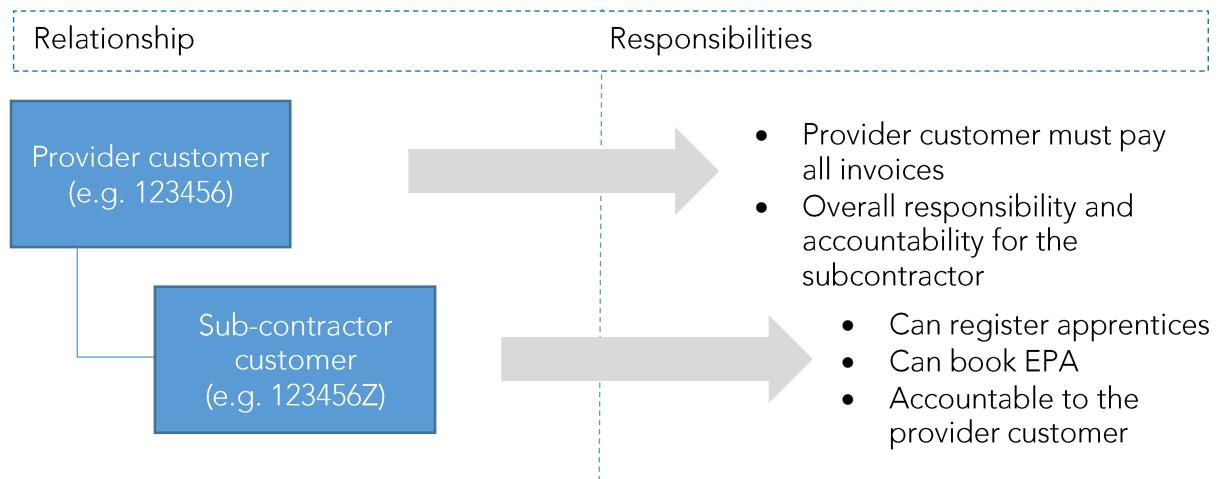
### Conditions of contracting

The provider customer must contract with City & Guilds in the first instance. There may be an existing relationship with us (i.e. centre or EPA customer) and if this is the case, the provider customer will need to request for City & Guilds to create an additional suffix customer number for each of their sub-contractors. We will then setup a customer number for the sub-contractor which is linked to the provider customer.

For those who already work with City & Guilds to deliver qualifications, you may recognise this arrangement as the current 'centre and suffix relationship'. The sub-contractor will be able to make registrations, book knowledge tests and place bookings for EPA, on behalf of a provider customer on our Walled Garden administration system – but only if the provider customer authorises this activity.

All invoices related to these transactions, will be issued to the provider customer for payment from their account, in accordance with our payment terms. Where this condition is not met, then the provider customer, the sub-contractor and EPAO may be in breach of the ESFA funding rules.

An example of how this arrangement could work is provided overleaf.



Provider customer and sub-contractors should be aware of their obligations with City & Guilds. Where provider customer and sub-contractor set up is approved for EPA by City & Guilds (the EPAO), the provider customer must:

- ensure that each sub-contractor complies with City & Guilds' policies, procedures and regulations; mainly the 'Manual for the End-point Assessment Service', 'Centre Manual' and Our Quality Assurance Requirements';
- actively monitor compliance by the sub-contractor in accordance with City & Guilds' policies, procedures and regulations relating to the 'Manual for the End-point Assessment Service', 'Centre Manual' and Our Quality Assurance Requirements';
- remain primarily liable to City & Guilds for the errors and omissions of any such sub-contractor;
- ensure adherence to the [ESFA funding rules and conditions](#),
- take full accountability for all apprentices, their registration, bookings and EPA arrangements for all sub-contractors.

Where access to make transactions related to EPA is granted to a sub-contractor through their Walled Garden, the email address used for the Walled Garden accounts for sub-contractors must have the same email domain as the provider customer (e.g. @exampledomain.com).

### Next steps

Where the provider customer agrees to the above conditions, they may request to City & Guilds the set-up of the provider customer and sub-contractor relationship via the supplementary request form on our website and submit this to the [EPAapplications@cityandguilds.com](mailto:EPAapplications@cityandguilds.com).

The EPA application team will then be in contact with you to talk through the process and explain how the set up will be required to work.