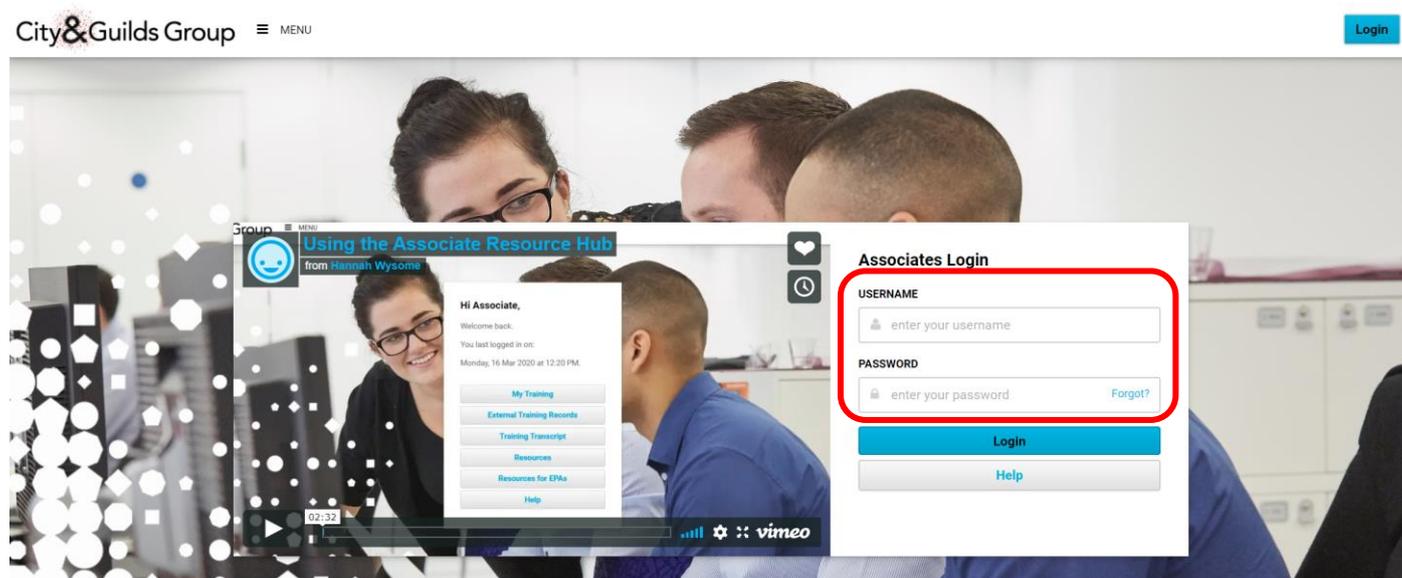


# Associate Resource Hub

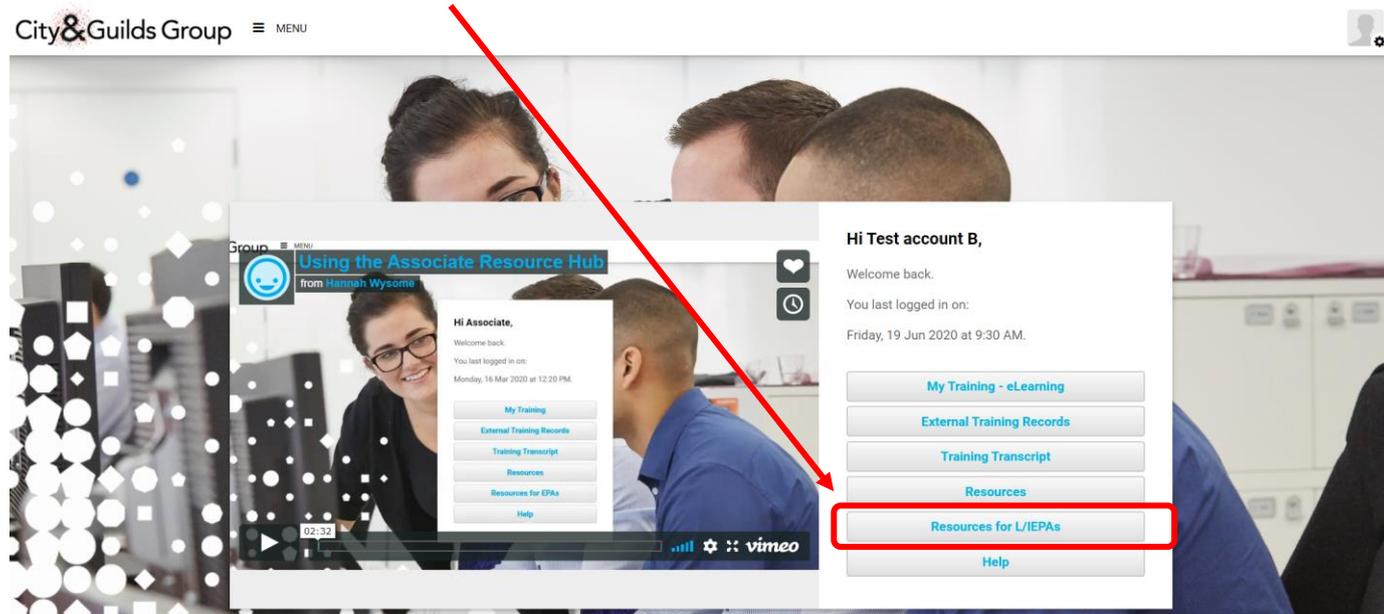
## Access guide (Resources)

### What do I need to do?

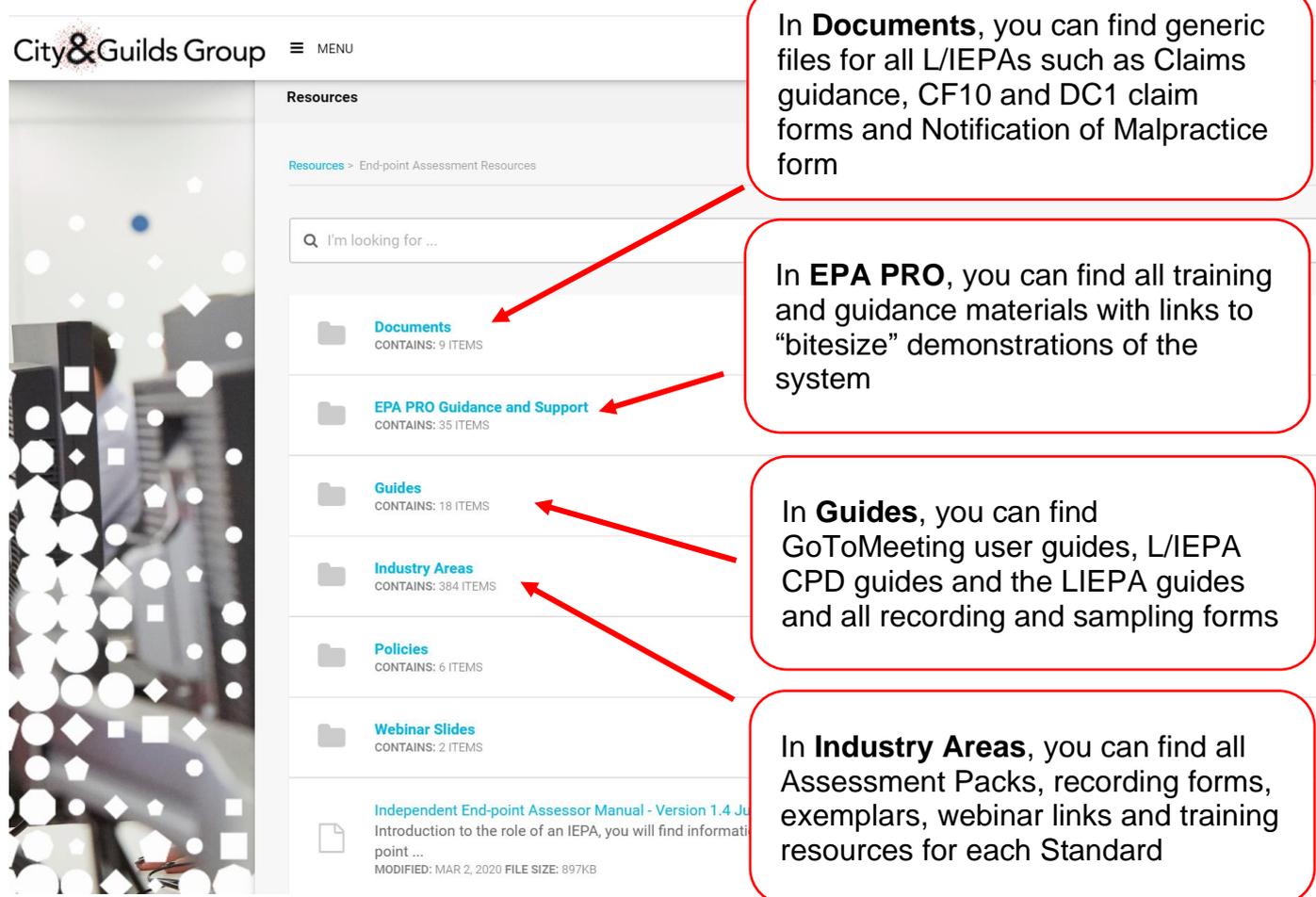
1. Open the Associate Resource Hub website [here](#), enter your email in the username box and your password, click in the blue “Login” tab.



2. Select the “Resources for L/IEPAs” tab.



### 3. the next screen will show different files you can access



**City & Guilds Group** MENU

Resources

Resources > End-point Assessment Resources

Q I'm looking for ...

- Documents**  
CONTAINS: 9 ITEMS
- EPA PRO Guidance and Support**  
CONTAINS: 35 ITEMS
- Guides**  
CONTAINS: 18 ITEMS
- Industry Areas**  
CONTAINS: 384 ITEMS
- Policies**  
CONTAINS: 6 ITEMS
- Webinar Slides**  
CONTAINS: 2 ITEMS

**Independent End-point Assessor Manual - Version 1.4 July 2018**  
Introduction to the role of an IEPA, you will find information that covers the processes and activities you will undertake prior to the end-point ...  
MODIFIED: MAR 2, 2020 FILE SIZE: 897KB

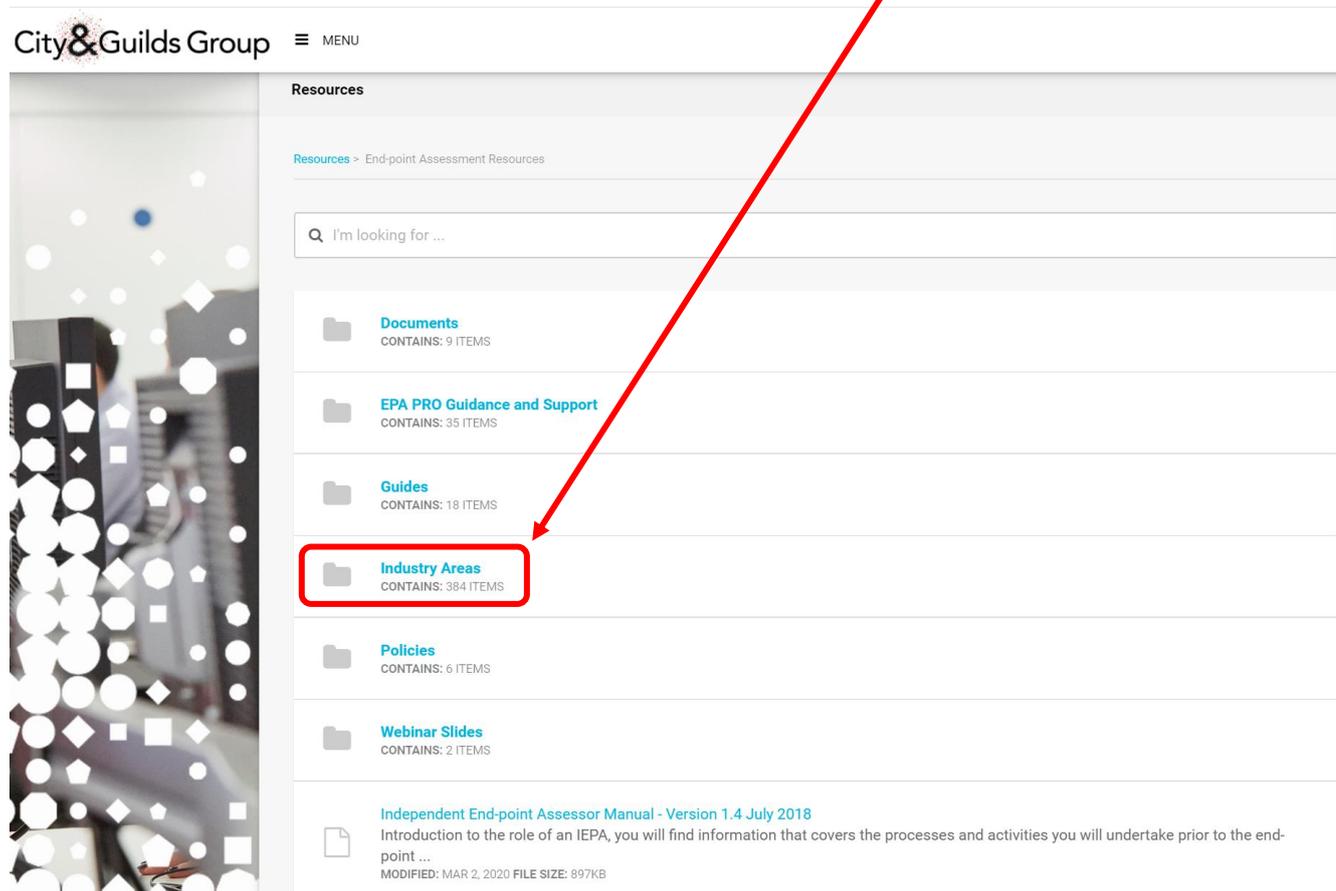
**In Documents**, you can find generic files for all L/IEPAs such as Claims guidance, CF10 and DC1 claim forms and Notification of Malpractice form

**In EPA PRO**, you can find all training and guidance materials with links to “bitesize” demonstrations of the system

**In Guides**, you can find GoToMeeting user guides, L/IEPA CPD guides and the LIEPA guides and all recording and sampling forms

**In Industry Areas**, you can find all Assessment Packs, recording forms, exemplars, webinar links and training resources for each Standard

### 4. To access an Assessment Pack, select the “Industry Areas” folder.



**City & Guilds Group** MENU

Resources

Resources > End-point Assessment Resources

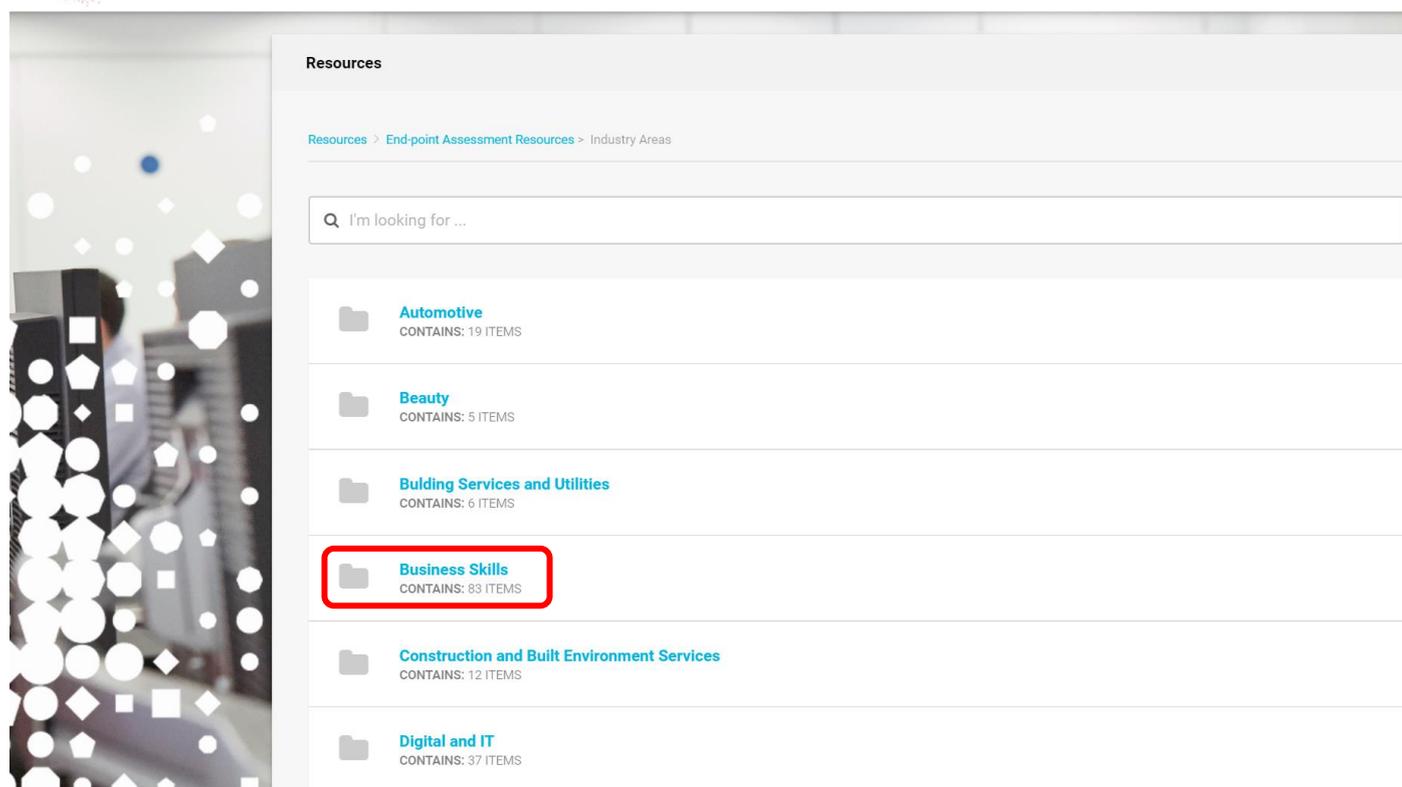
Q I'm looking for ...

- Documents**  
CONTAINS: 9 ITEMS
- EPA PRO Guidance and Support**  
CONTAINS: 35 ITEMS
- Guides**  
CONTAINS: 18 ITEMS
- Industry Areas**  
CONTAINS: 384 ITEMS
- Policies**  
CONTAINS: 6 ITEMS
- Webinar Slides**  
CONTAINS: 2 ITEMS

**Independent End-point Assessor Manual - Version 1.4 July 2018**  
Introduction to the role of an IEPA, you will find information that covers the processes and activities you will undertake prior to the end-point ...  
MODIFIED: MAR 2, 2020 FILE SIZE: 897KB

5. In the next screen, you can see folders for all the Industry areas that we currently deliver EPAs. Click in the relevant Industry folder to access the specific documents for each standard. (as an example, I will be selecting Business Skills -

City & Guilds Group  MENU



Resources

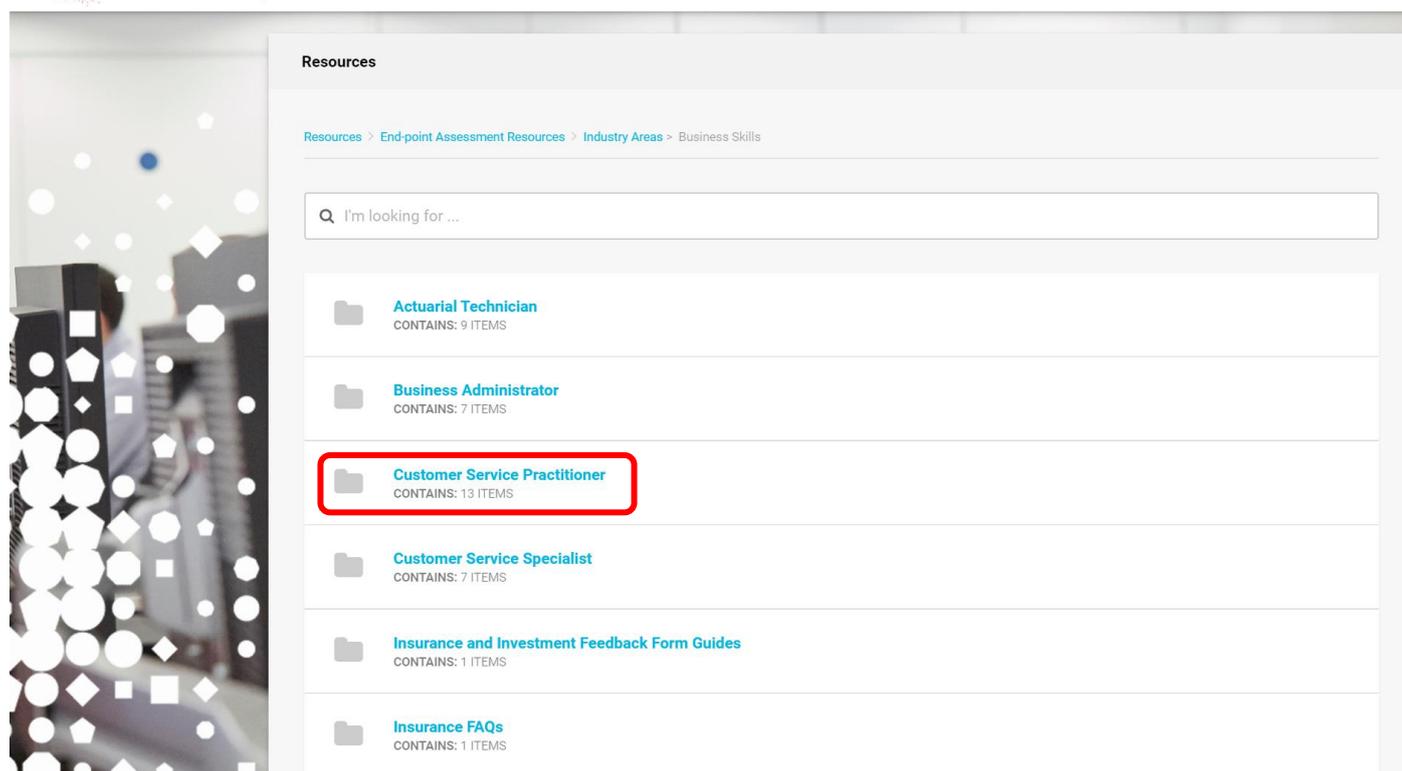
Resources > End-point Assessment Resources > Industry Areas

Q I'm looking for ...

- Automotive**  
CONTAINS: 19 ITEMS
- Beauty**  
CONTAINS: 5 ITEMS
- Building Services and Utilities**  
CONTAINS: 6 ITEMS
- Business Skills**  
CONTAINS: 83 ITEMS
- Construction and Built Environment Services**  
CONTAINS: 12 ITEMS
- Digital and IT**  
CONTAINS: 37 ITEMS

6. In the next screen, you can see the folders with the name of the Apprenticeship Standards, you need to click in the relevant folder for the standard you need

City & Guilds Group  MENU



Resources

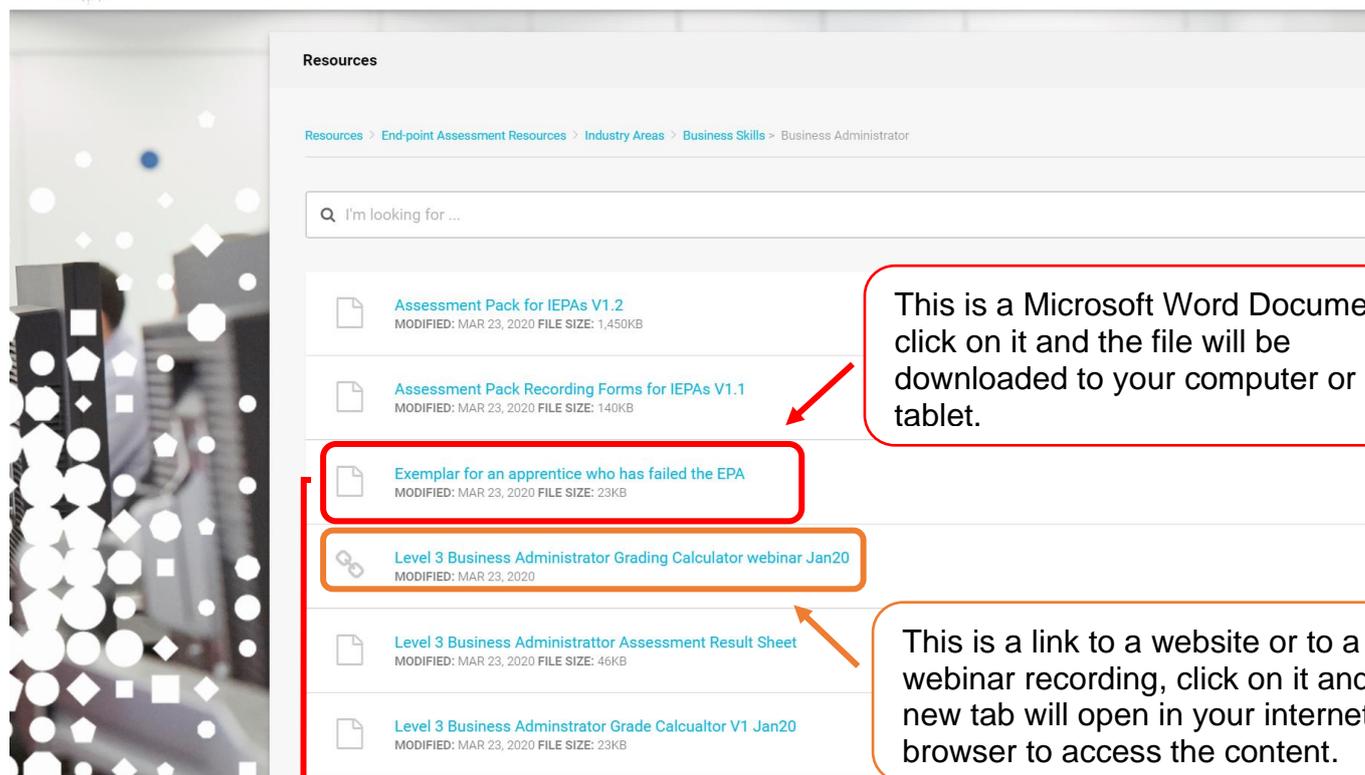
Resources > End-point Assessment Resources > Industry Areas > Business Skills

Q I'm looking for ...

- Actuarial Technician**  
CONTAINS: 9 ITEMS
- Business Administrator**  
CONTAINS: 7 ITEMS
- Customer Service Practitioner**  
CONTAINS: 13 ITEMS
- Customer Service Specialist**  
CONTAINS: 7 ITEMS
- Insurance and Investment Feedback Form Guides**  
CONTAINS: 1 ITEMS
- Insurance FAQs**  
CONTAINS: 1 ITEMS

7. In the next screen, you can see the documents for the Apprenticeship standard, click in the document to open the file in your device.

City & Guilds Group ≡ MENU



**Resources**

Resources > End-point Assessment Resources > Industry Areas > Business Skills > Business Administrator

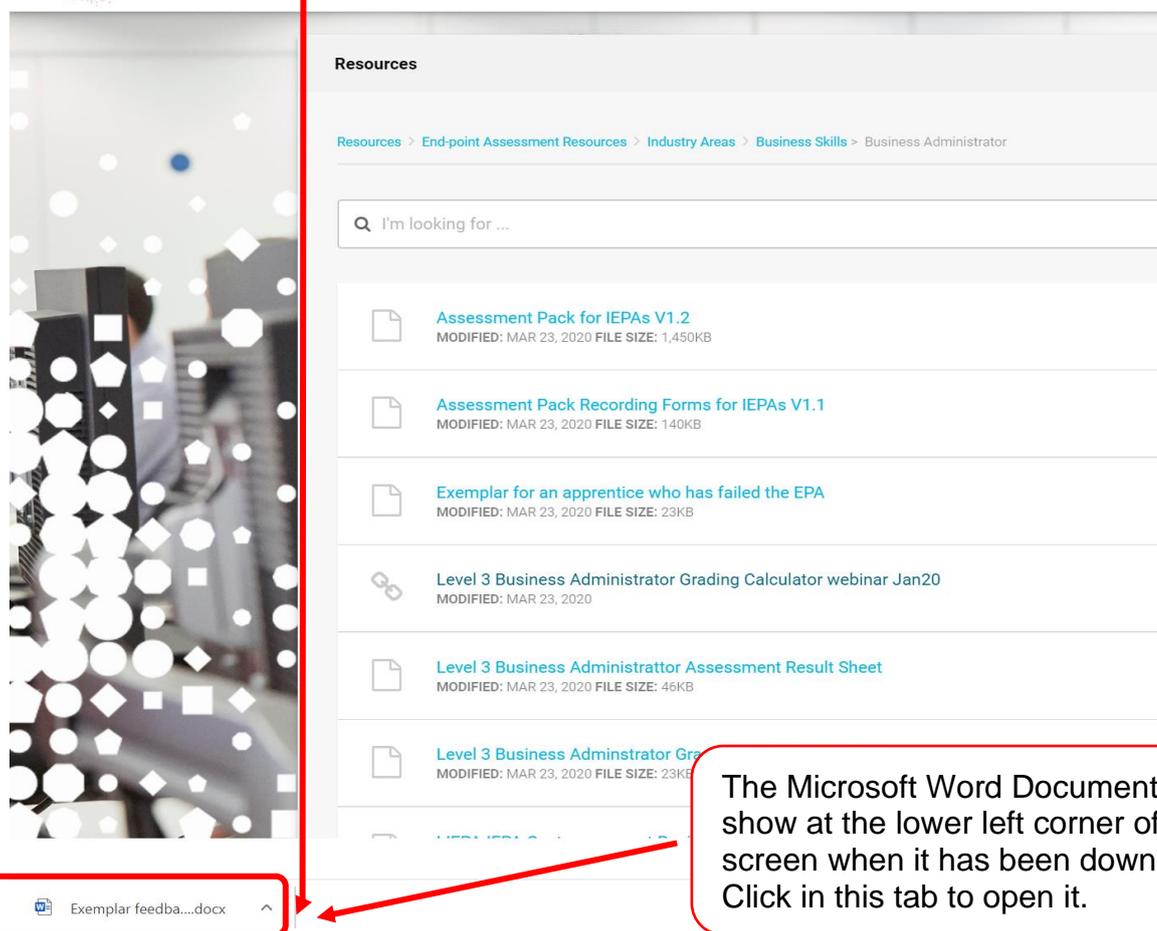
Q I'm looking for ...

- Assessment Pack for IEPAs V1.2  
MODIFIED: MAR 23, 2020 FILE SIZE: 1,450KB
- Assessment Pack Recording Forms for IEPAs V1.1  
MODIFIED: MAR 23, 2020 FILE SIZE: 140KB
- Exemplar for an apprentice who has failed the EPA**  
MODIFIED: MAR 23, 2020 FILE SIZE: 23KB
- Level 3 Business Administrator Grading Calculator webinar Jan20**  
MODIFIED: MAR 23, 2020
- Level 3 Business Administrator Assessment Result Sheet  
MODIFIED: MAR 23, 2020 FILE SIZE: 46KB
- Level 3 Business Administrator Grade Calculator V1 Jan20  
MODIFIED: MAR 23, 2020 FILE SIZE: 23KB

This is a Microsoft Word Document, click on it and the file will be downloaded to your computer or tablet.

This is a link to a website or to a webinar recording, click on it and a new tab will open in your internet browser to access the content.

City & Guilds Group ≡ MENU



**Resources**

Resources > End-point Assessment Resources > Industry Areas > Business Skills > Business Administrator

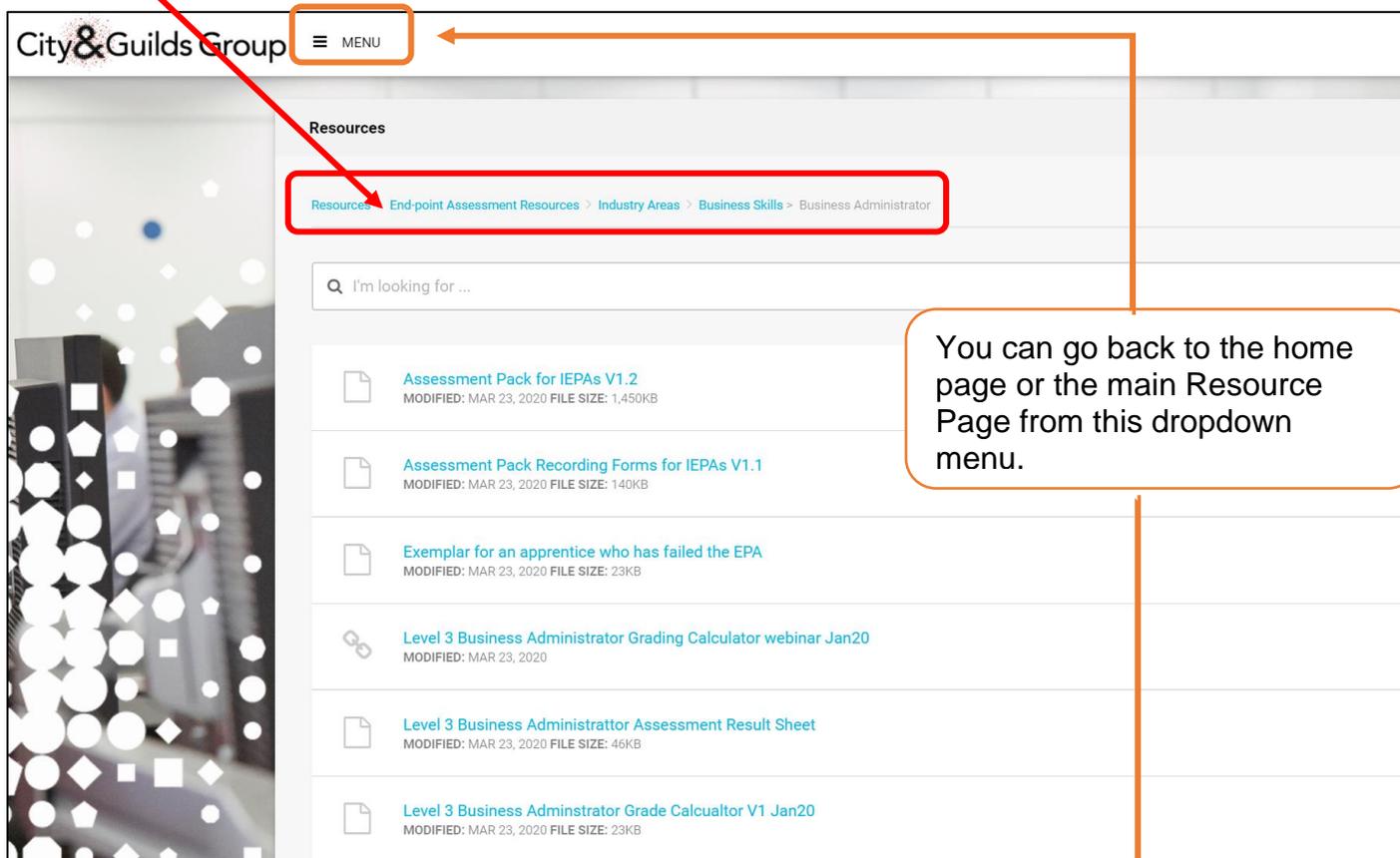
Q I'm looking for ...

- Assessment Pack for IEPAs V1.2  
MODIFIED: MAR 23, 2020 FILE SIZE: 1,450KB
- Assessment Pack Recording Forms for IEPAs V1.1  
MODIFIED: MAR 23, 2020 FILE SIZE: 140KB
- Exemplar for an apprentice who has failed the EPA  
MODIFIED: MAR 23, 2020 FILE SIZE: 23KB
- Level 3 Business Administrator Grading Calculator webinar Jan20  
MODIFIED: MAR 23, 2020
- Level 3 Business Administrator Assessment Result Sheet  
MODIFIED: MAR 23, 2020 FILE SIZE: 46KB
- Level 3 Business Administrator Grade Calculator V1 Jan20  
MODIFIED: MAR 23, 2020 FILE SIZE: 23KB

Exemplar feedba...docx

The Microsoft Word Document will show at the lower left corner of your screen when it has been downloaded. Click in this tab to open it.

8. If at any point you would like to go back to the previous screen, previous folder or main resources screen select from here.



City & Guilds Group ≡ MENU

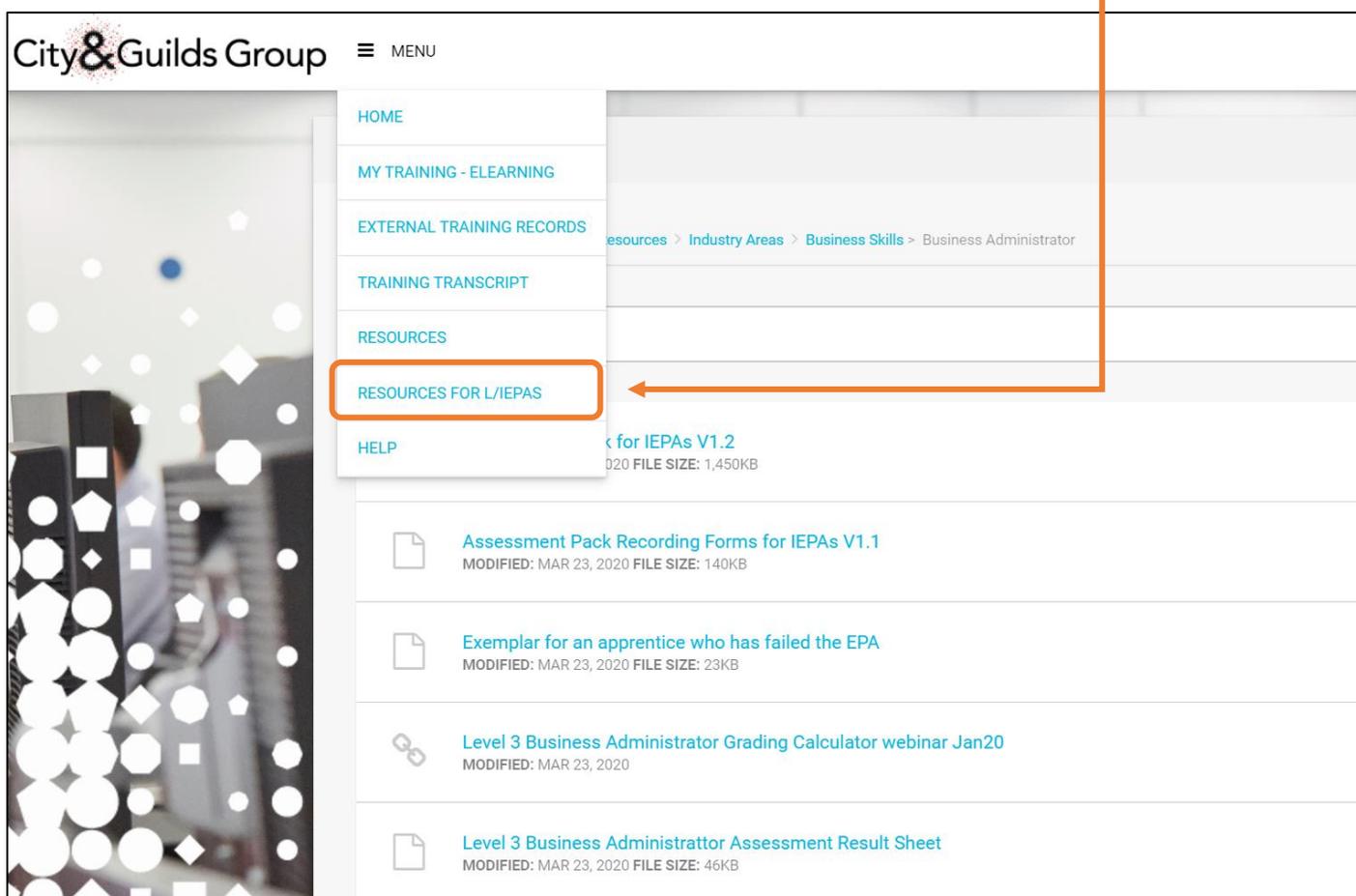
Resources

[Resources](#) > [End-point Assessment Resources](#) > [Industry Areas](#) > [Business Skills](#) > [Business Administrator](#)

Q I'm looking for ...

- [Assessment Pack for IEPAs V1.2](#)  
MODIFIED: MAR 23, 2020 FILE SIZE: 1,450KB
- [Assessment Pack Recording Forms for IEPAs V1.1](#)  
MODIFIED: MAR 23, 2020 FILE SIZE: 140KB
- [Exemplar for an apprentice who has failed the EPA](#)  
MODIFIED: MAR 23, 2020 FILE SIZE: 23KB
- [Level 3 Business Administrator Grading Calculator webinar Jan20](#)  
MODIFIED: MAR 23, 2020
- [Level 3 Business Administrator Assessment Result Sheet](#)  
MODIFIED: MAR 23, 2020 FILE SIZE: 46KB
- [Level 3 Business Administrator Grade Calculator V1 Jan20](#)  
MODIFIED: MAR 23, 2020 FILE SIZE: 23KB

You can go back to the home page or the main Resource Page from this dropdown menu.



City & Guilds Group ≡ MENU

- HOME
- MY TRAINING - E-LEARNING
- EXTERNAL TRAINING RECORDS
- TRAINING TRANSCRIPT
- RESOURCES
- RESOURCES FOR L/IEPAS**
- HELP

[resources](#) > [Industry Areas](#) > [Business Skills](#) > [Business Administrator](#)

[Assessment Pack for IEPAs V1.2](#)  
MODIFIED: MAR 23, 2020 FILE SIZE: 1,450KB

- [Assessment Pack Recording Forms for IEPAs V1.1](#)  
MODIFIED: MAR 23, 2020 FILE SIZE: 140KB
- [Exemplar for an apprentice who has failed the EPA](#)  
MODIFIED: MAR 23, 2020 FILE SIZE: 23KB
- [Level 3 Business Administrator Grading Calculator webinar Jan20](#)  
MODIFIED: MAR 23, 2020
- [Level 3 Business Administrator Assessment Result Sheet](#)  
MODIFIED: MAR 23, 2020 FILE SIZE: 46KB