

Independent End-point Assessor

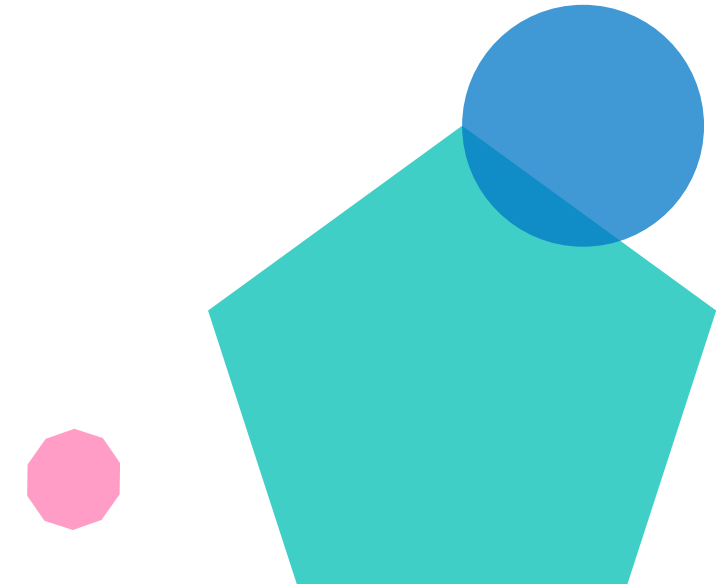


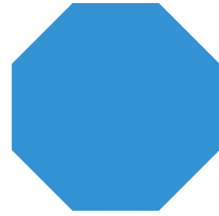
Generic Training Webinar



What we will cover in this webinar:

- The City & Guilds EPA Service
- Main contacts and responsibilities within the End-point Assessment service
- Overview of the EPA process
- The role of an Independent End-point Assessor
- Carrying out an End-point Assessment
- The EPA Portal
- Service Level Agreements (SLAs)
- Remote Assessments & Feedback
- Recording grading outcome & Enquiries about results
- Support & guidance for IEPAs
- IEPA training, selection & standardisation
- Sampling & Performance Management
- Claims & Expenses
- Next Steps
- Questions





The City & Guilds EPA Service

City and Guilds End-point Assessment Organisation

City & Guilds End-point Assessment Organisation are currently approved on the ESFA register of End-point Assessment organisations for 54 apprenticeship standards.

We currently have:

- 25 apprenticeship standards live for customers
- 29 apprenticeship standards in development



Our evolving EPA offer



Building Services Engineering



Business and Admin including public sector



Catering and Hospitality



Childcare & Education



Construction



Digital



Engineering & Manufacturing



Hair and Beauty



Health



Land based



Management (ILM)



Social Care



Transport

Adjacent employer-led industries



Logistics



Security



Retail



Aviation & Travel



Built Environment



Justice

EPA achievements to date



**30 years
experience**

Delivering EPA in
the Land Based
Sector



1st

Organisation to
deliver and
issue
apprenticeship
statements of
achievement



**1500
Apprentices**

Enrolled for EPA
with our EPAO



**350+
Associates**

High quality
associates
(LIEPAs & IEPAs)
recruited and
trained to carry out
EPA across a
range of standards



**2000+
complete**

2000+ EPAs already
completed

Main contact points and responsibilities within the EPA service

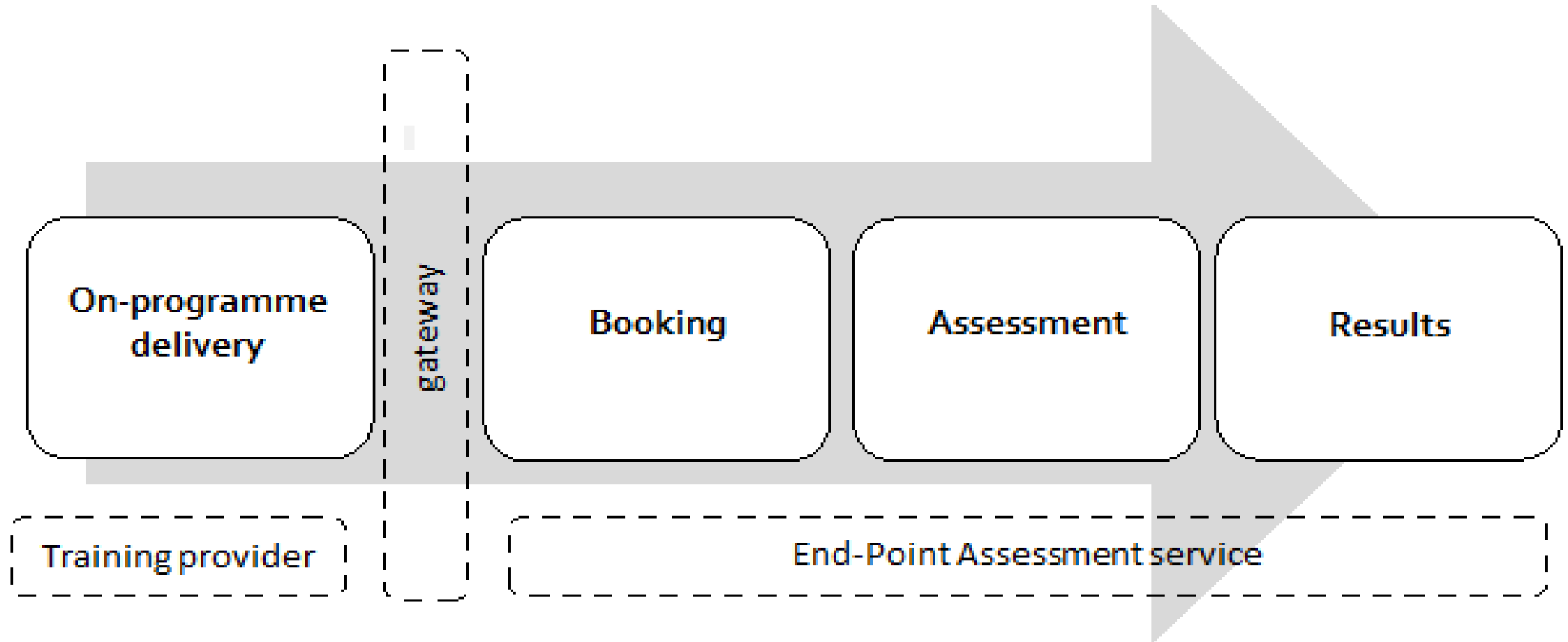


Apprenticeships:

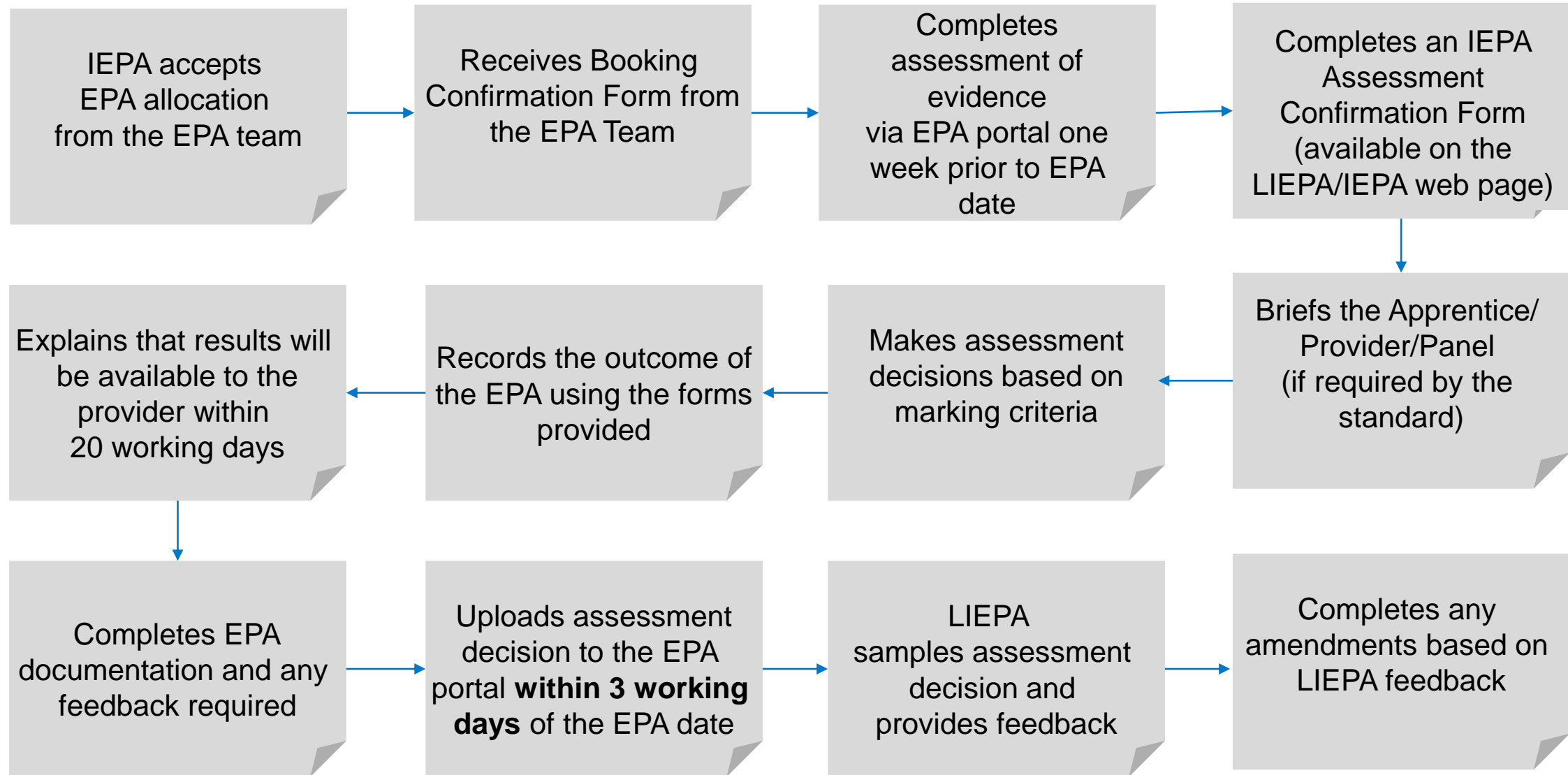
- competency based programme which assesses an individual's ability to carry out a specified job role against nationally recognised standards
- put employers 'in the driving seat' in terms of design
- linked to specific job roles and levels
- combine on programme training and learning with End-point assessment
- must last a minimum of 12 months
- The details of the standards can be found at <https://www.instituteforapprenticeships.org/apprenticeship-standards/>



The EPA Process



Carrying out the role of Independent End-point Assessor (IEPA)



The EPA Portal & Availability System

Upon successful completion of this IEPA training and selection process you will be contracted as an Independent End-point Assessor for the apprenticeship standards that you have been approved to assess.

All IEPAs will be invited to join the EPA portal and availability systems once contracting is complete.

The **EPA Portal** is the online E-portfolio system that we are using to store all apprentice evidence and all IEPA End-point Assessment outcomes, grading and justifications.

We track LIEPA and IEPA availability using an opt in and opt out system which must be kept up to date.

You will receive an overview of both systems as part of the Technical (face to face) training session.

Availability will be managed centrally for Suppliers and Consortiums

Allocation of End-point Assessments

As a contracted IEPA you will be added to the available pool of Independent End-point Assessors to which the EPA team has access to allocate EPAs.

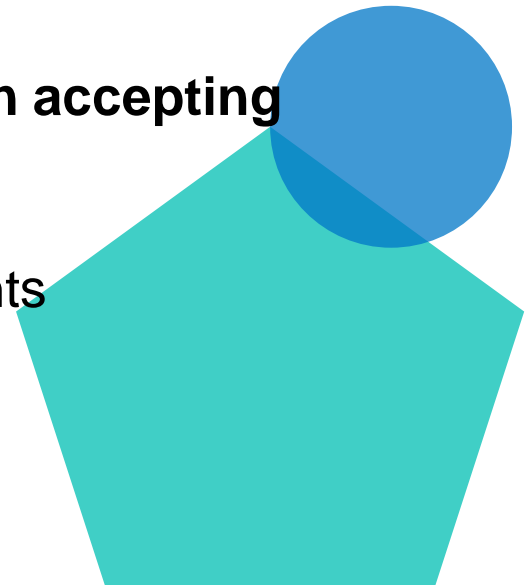
When looking to allocate End-point assessments the EPA team will consider the following:

- Industry Specialism (apprenticeship standards approved to assess)
- Availability of the IEPA
- Geographical Location (where the EPA requires a visit)
- Conflict of Interest (captured at contracting stage)

IEPAs MUST be open and honest about availability and commitment when accepting an EPA allocation.

If you are not able to fulfil the requirements of the EPA due to other commitments then please do discuss this openly with the EPA team.

Allocations for Suppliers and Consortiums will be managed centrally



EPA Booking Confirmation

The EPA team will confirm the allocation of the EPA to the IEPA and issue an EPA Booking Confirmation form.

The EPA Booking Confirmation form contains all of the details about the EPA:

- Date, time and location of the EPA
- Contact details (IEPAs **must not** make direct contact with the customer unless directed to do so by the EPA team)
- Names of the apprentices
- The types of evidence to be assessed
- Any special access arrangements

End-point Assessment Services (EPA) Booking confirmation

This form is to be completed by the End-point Assessment (EPA) Team and is to confirm the booking arrangements made by the customer in Walled Garden, at point of reservation.

Section 1 Contact information

1.1	EPA Team co-ordinator:	Peter Murphy
1.2	Customer contact:	Saffron James
1.3	Customer contact email address:	sjames@mycompany.co.uk
1.4	Date of booking confirmation:	09 November 2017

Section 2 Booking information details

2.1	Customer name	My Company Ltd	
2.2	Booking organisation contact person (on the day)	Stephen Green	
2.3	Contact telephone number	0123 456 7890	
2.4	Registered address (Where the EPA event will be taking place)	Address details:	123 Street Some town Anywhere
		Telephone number:	0845 788 3355
		Access instructions:	Sign in at reception
2.5	Apprenticeship standard	Level 3 Infrastructure Technician	
2.6	Date(s) range of EPA event	14/12/2017 – 16/12/2017	
2.7	Confirmation of documents needed beforehand and required hand over date(s).	Portfolios to be uploaded by 30/11/2017 Apprentices must bring appropriate photographic identification to the event.	
2.8	Any apprentice access arrangements	Not applicable	

Section 3: End-point assessment booking details (face to face activities only)

Key - types of assessment methods											
Professional discussion (PD)	Role play/simulation (RP)	Questions and answers (Q&A)	Panel interview (Int)	Presentation (PR)	Practical/observational assessment (OA)						
Viva (VA)											
IMPORTANT: It is the responsibility of the Customer to ensure that individual links to the virtual environment, are distributed to each apprentice. The apprentice is required to register their attendance, prior to the EPA event.											


ENR	Apprentice first name	Apprentice surname	Gender	Apprenticeship standard	Level	Venue or remote	Assessment method	Special Access Arrangements	Independent End-point Assessor	Date of EPA event	Start time	End time
XTC1234	John	Howard	M	Infrastructure Technician	3	remote	PD	None	Max Smith	14/12/2017	13:00	15:00
if applicable, link to virtual environment .otherwise leave blank: https://global.gotowebinar.com/eojoin/3802841670659233025/xxxxxxxxxxxxx												
ABC7891	Sara	Fields	F	Infrastructure Technician	3	remote	PD	None	Max Smith	15/12/2017	09:30	11:30
if applicable, link to virtual environment .otherwise leave blank: https://global.gotowebinar.com/eojoin/3802841670659233025/xxxxxxxxxxxxx												
GXT6789	Peter	Monroe	M	Customer Service Practitioner	2	Venue	OA	None	Kate Talbot	16/12/2017	11:00	13:00
if applicable, link to virtual environment .otherwise leave blank:												
DWK7465	Linus	Peterson	M	Customer Service Practitioner	2	Venue	OA	None	Kate Talbot	16/12/2017	14:00	16:00
if applicable, link to virtual environment .otherwise leave blank:												
if applicable, link to virtual environment .otherwise leave blank:												

Section 4 – Confirmation and acceptance

As part of this confirmation process and in our commitment to ensure that all of the arrangements that the City & Guilds EPA Team have agreed with you, it is important to check these details. If any appear to be incorrect or incomplete, then please notify the EPA Team within two working days via email to EPA@cityandguilds.com as it may not be possible to alter these at a later date. Requests received after this time, may incur an administration fee of £25.00 per apprentice, which is applied at the discretion of City & Guilds.

We endeavour to rectify any errors and provide an updated booking confirmation within five working days.

If you are happy with the information as stated and confirm that the employer has agreed to make the apprentice(s) available then please sign, date and return this form within two working days to City & Guilds: EPA@cityandguilds.com

Full name (please print)	SAFFRON JAMES	Signature:		Date: (dd/mm/yy)	11/11/17
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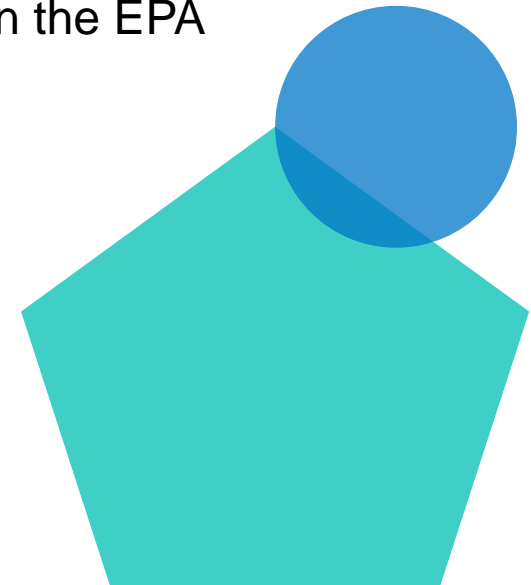
Communication with the EPA team

An essential part of the IEPA role will be to liaise with the EPA team.

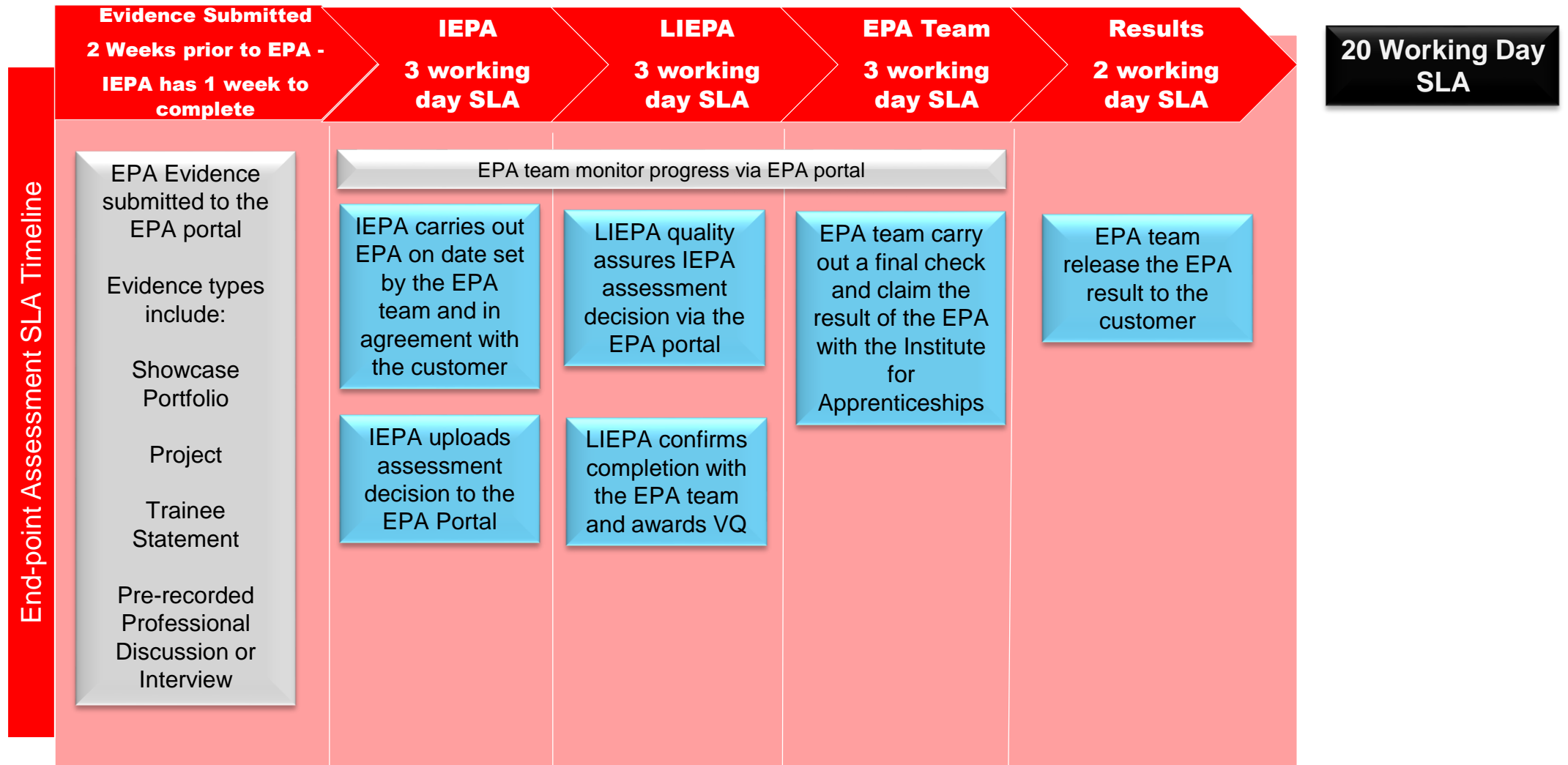
- Keep your availability up to date in the system
- Responding to emails from the EPA team as soon as possible.
- Maintaining communication with the EPA team regarding any issues with EPAs that have been allocated to you.
- Flagging any concerns regarding EPAs that may arise as you review the evidence on the EPA portal.

Remember that you have also your LIEPA for support and guidance if you are unsure.

Supplier and Consortium attendees will liaise via their main contact point.



EPA Service Level Agreement (SLA) Timeline



IEPA Assessment Confirmation Form

- Health & Safety responsibilities sit with the provider at booking stage
- IEPAs complete the IEPA assessment confirmation form (one for each cohort of apprentices – per provider/customer) and uploaded to the EPA portal
- Any concerns must be flagged to the EPA team

Details to be completed on this form include:

Contact details, location of the EPA

Check of the apprentices photographic ID
 Have all assessments been carried out as planned?
 Special arrangements have been implemented?

INDEPENDENT END-POINT ASSESSOR ASSESSMENT CONFIRMATION

Apprenticeship Standard	<input type="text"/>
Employer/ Provider name	<input type="text"/>
Site contact name (this is the contact on the day)	<input type="text"/>
Site contact email	<input type="text"/>
Site contact phone number	<input type="text"/>
Customer/ Centre number	<input type="text"/>
Venue name	<input type="text"/>
Assessment Address	<input type="text"/>

Before the Assessment

Completed by the Independent End-point Assessor prior to any End-point assessment being carried out at a venue.

Basic health & safety criteria must be met. Please contact the Lead End-point Assessor if you need advice on any concerns or issues you have, prior to carrying out the assessment. If unavailable please contact the End-point Assessment team.

APPRENTICE(S)		Yes	No
1.	Apprentice photographic ID has been checked	<input type="checkbox"/>	<input type="checkbox"/>
2.	Is every apprentice able to complete the assessment? (Apprentices should not attempt assessment if illness or another condition means it would not be safe to do so)	<input type="checkbox"/>	<input type="checkbox"/>
3.	If any apprentice(s) require access arrangements, have these been put in place?	<input type="checkbox"/>	<input type="checkbox"/>

IEPA Assessment Confirmation Form Cont.

IEPAs must ensure that they have completed all relevant boxes on this form.

Health & Safety requires a yes/no box to be ticked.

Incidents to be recorded with details of the incident and how this was managed.

The EPA team should be contacted if a query arises during the completion of this form.

The completed form should be uploaded to the EPA portal.

One form per cohort of apprentices.

If NO, please expand on the issues identified:

HEALTH & SAFETY CRITERIA		Yes	No
1.	The Independent End-point Assessor confirms Health & Safety criteria meet requirements to carry out the End-point assessment	<input type="checkbox"/>	<input type="checkbox"/>

If NO, please expand on the issues identified and detail actions taken:

During the Assessment

INCIDENT CRITERIA		Yes	No
1.	The Independent End-point Assessor confirms there were no disruptions during the assessment that could have affected the performance of the apprentice(s)?	<input type="checkbox"/>	<input type="checkbox"/>
2.	The apprentice(s) were able to complete the assessment?	<input type="checkbox"/>	<input type="checkbox"/>

If NO, please expand on the issues identified:

Examples of disruptions: fire alarm, bomb alert, problems with equipment.

Please contact the End-point Assessment team, if you need advice on how to proceed.

If you identify any potential malpractice, please refer to Section 5.7 of the Independent End-point Assessor Manual for guidance on reporting.

Independent End-point Assessor Name	<input type="text"/>
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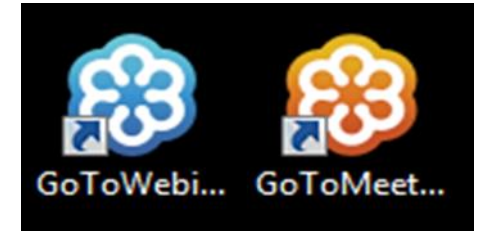
Date	<input type="text"/>
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Please upload completed forms within 3 working days to the [EPA portal](#) against one of the Apprentices.

Remote End-point Assessments

As an IEPA you **may be required** to carry out a Professional Discussion or Interview using Go To Webinar which will be recorded.

The EPA team will set this up for you and email you a link.



IEPAs must join the webinar **at least 15 minutes** before the Professional Discussion or Interview is due to start.

Unless specified within the standard the EPA team will make the decision regarding the assessment methods and whether they will be carried out remotely or face to face with the apprentice in liaison with the customer.

Details will be confirmed to IEPAs at the allocation confirmation stage.

Authenticating Evidence

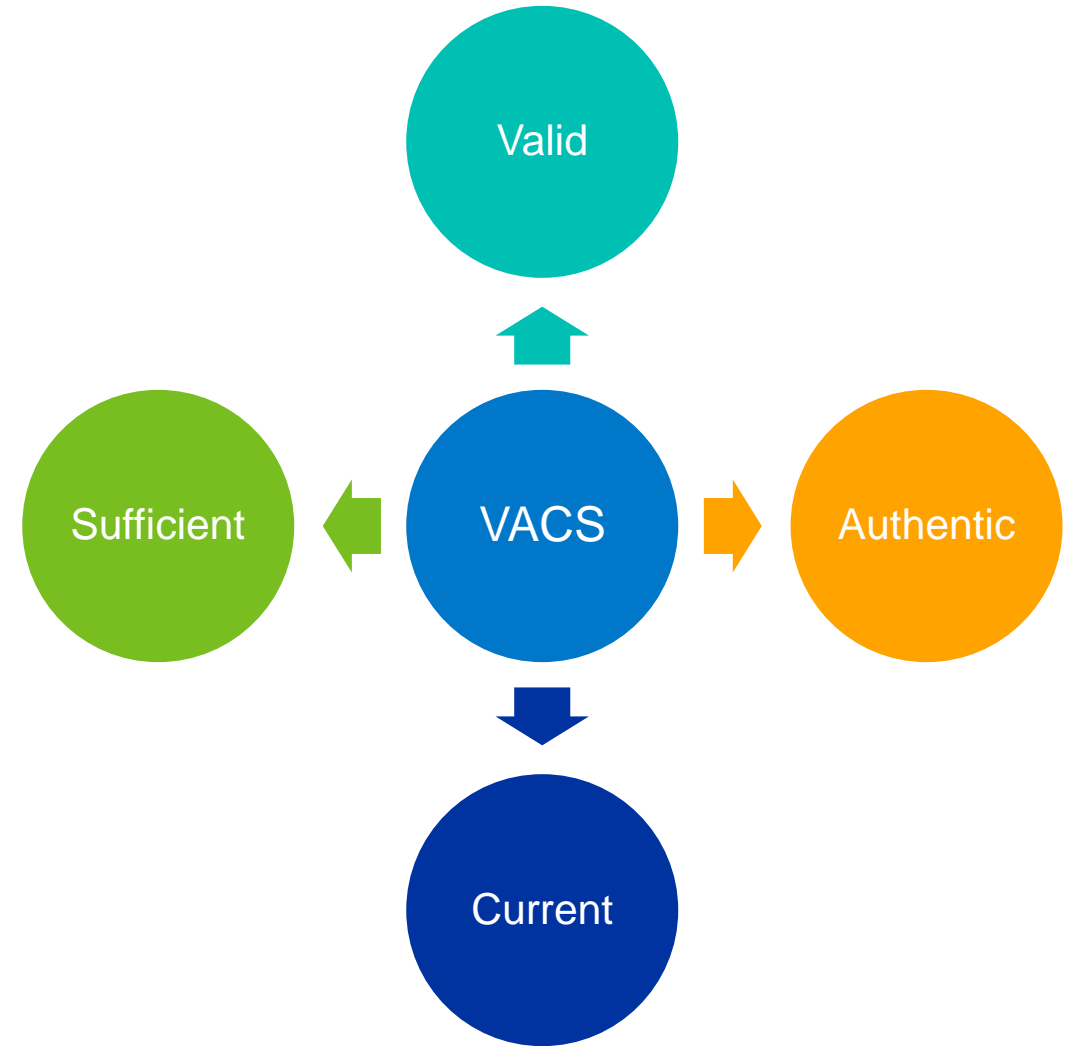
When assessing apprentices evidence you must ensure that it complies with VACS.

IEPAs will access the evidence via the EPA portal.

The types of evidence you will assess via the portal may include:

- Showcase Portfolios
- Projects
- Trainee Statements
- Reflective Accounts
- Witness Testimonies

IEPAs must liaise with the EPA team if they believe that the evidence submitted for EPA will take more than one day to complete. The EPA team will advise the IEPA on how to proceed and liaise with the customer.



Feedback following the assessment

- At the end of the EPA the IEPA only states the following to the apprentice and/or customer:

*Thank you very much. That concludes your End-point Assessment. Results will be made available to your employer/provider within **20 working days**. The results will be made available via the Walled Garden.*

The IEPA should not provide any indication about the possible grading outcome as the grading decision is subject to our IQA processes.

- Where the apprentice has **not achieved** written feedback will be provided.
- Where the apprentice has achieved they **won't receive any** further feedback



Using the EPA Portal when an Apprentice has not achieved

If an Apprentice fails then access to the EPA portal is reopened to the customer to allow additional evidence to be uploaded to the portal.

The customer can then view all of the documents/ comments uploaded to the portal.

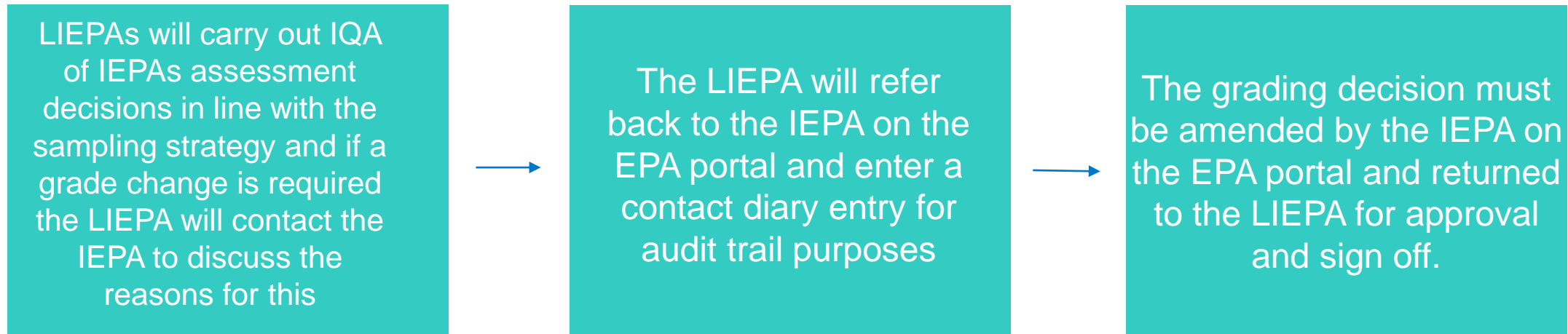
The IEPA be mindful of this and that comments are professional and suitable for the target audience for example:

- Feedback must be impartial and non-judgmental
- No references to poor assessment practice
- Do not indicate that there could be an issue with the submission from the customer

Feedback is not developmental, IEPA is clearly outlining where ACs have not been met.

Quality Assuring the Grading Decision

The IEPA grading decision is subject to change in line with our standard IQA process.



- In exceptional circumstances where the IEPA is unavailable, the LIEPA must contact the EPA team to agree the amendments and confirm the LIEPA is able to make the changes, enter their own name and date on to the recording form/s
- If the IEPA is not available to make the amendments then the **LIEPA has overarching authority** to make the grade change and sign off the EPA.
- Any amendments to grading **must** be fully documented in the contact diary on the EPA portal for audit trail purposes.

Enquiries about results

Where apprentices are unsatisfied with the result of an Independent End-point assessment they can enquire about the assessment decision. It looks at errors in marking, it does not involve special consideration

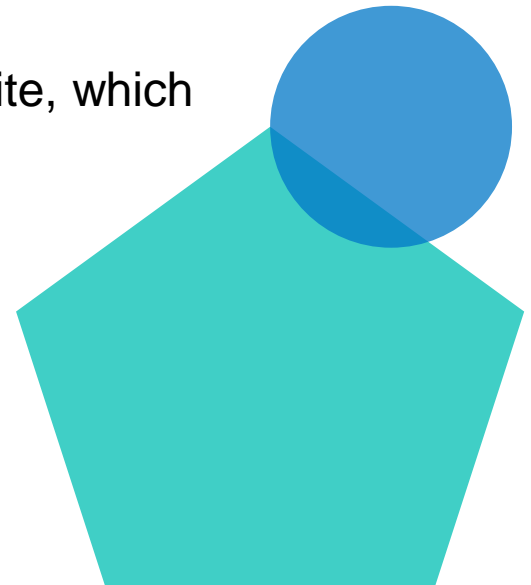
Apprentices can enquire about the outcome of **each assessment component** with their organisation.

This must be arranged through the organisation that entered the Apprentice, who must submit the enquiry following the guidance in the City & Guilds EPA Enquiries about Results document

If an enquiry is upheld then the customer will not be charged

The City & Guilds EPA Enquiries about Results document will be available on the website, which contains further details

As an IEPA you must clearly state on your assessment documentation which grades have been achieved and for which assessment method.



EPA Statement of Achievement & Certification of Apprenticeship



**Operational Delivery Officer
Apprenticeship Level 3**

End-point assessment
Statement of achievement



At grade xxxx

is awarded to
Full name of learner

Who was successful in the following

Showcase Portfolio	<<Grade>>
Workbased Project	<<Grade>>
Presentation	<<Grade>>
Interview	<<Grade>>

Awarded date xxxxxx

121216/3817
01/XXXXXXXX/ENRXXX/G/DD/MM/YY
XXXXXXXXXXXXXXXX



Kirstie Donnelly MBE
Group Director
City & Guilds


Chris Jones
Director-General
The City and Guilds of London



The City and Guilds of London Institute is the awarding body / awarding organisation for City & Guilds qualifications.
The Institute was founded in 1878 and granted Royal Charter in 1900.
City & Guilds is a City & Guilds Group business.

**The City and Guilds
of London Institute**



This is to certify that

GEORGINA SPIBY

has completed an apprenticeship as a


PUBLIC SERVICE OPERATIONAL DELIVERY OFFICER


LEVEL 3

achieving a

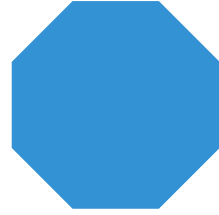
PASS

Awarded on:
06 March 2017


Antony Jenkins
Chair, The Institute

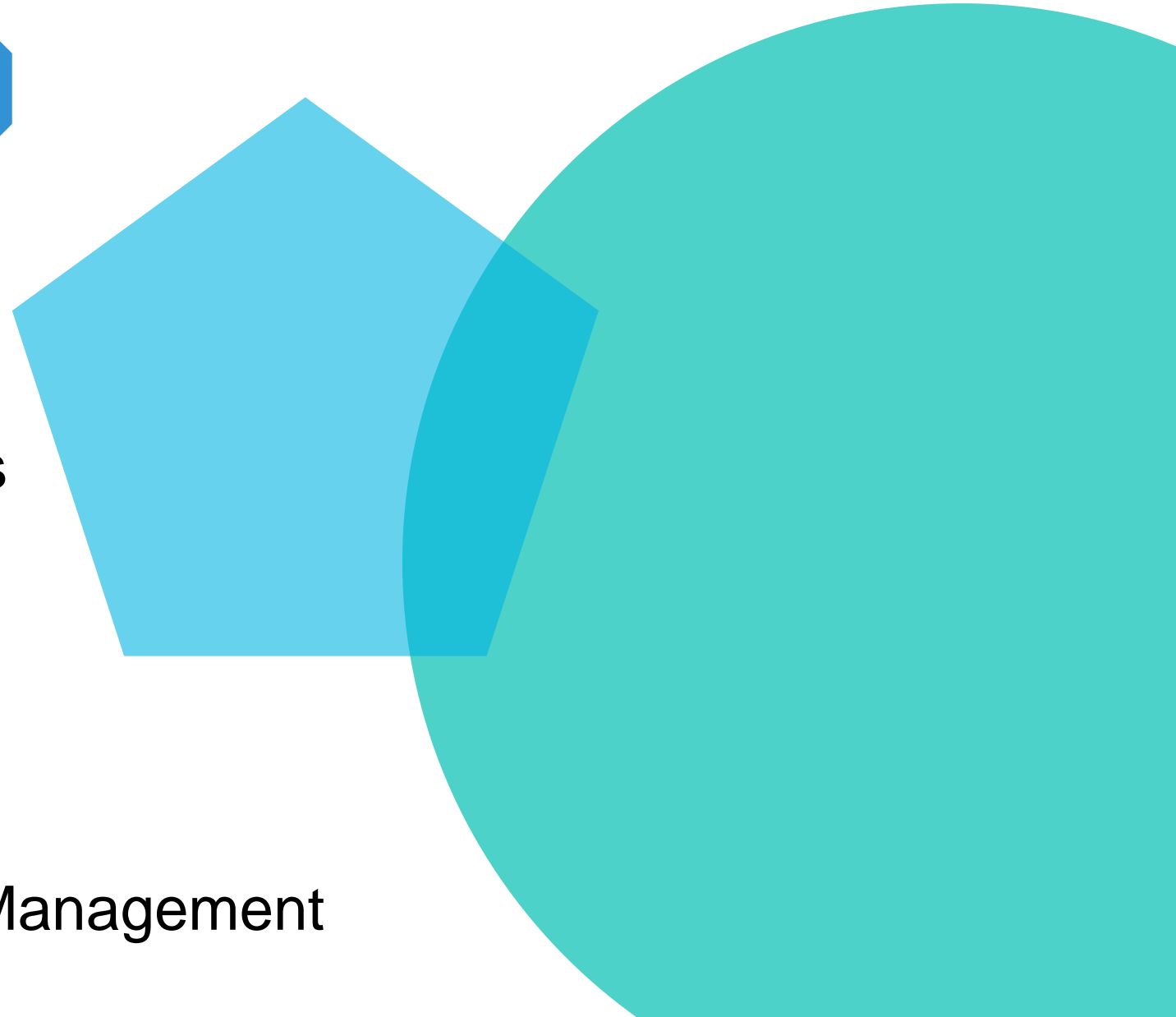


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Support for you

- Support and Guidance Points
- User Guides
- Contact Information
- IEPA Training Delivery
- IEPA Standardisation
- LIEPA Allocation
- Sampling and Performance Management



Independent End-point Assessor document library

<https://www.cityandguilds.com/lead-independent-end-point-assessor-document-library>

The hidden web page includes:

Guides

Policies

CPD Logs

Conflict of Interest Guidance and Form

Safeguarding

Malpractice Guidance and Form

IEPA Manual

IEPA Assessment Packs and recording forms

Communication and updates

dotmailer



We use a Dot Mailer system to communicate with all of our associate types and will also be using this for LIEPAs and IEPAs.

The Dot Mailer system allows us to issue an update out to a selected group of LIEPAs/IEPAs and also to track the receipt and opening of the content.

FAQs

LIEPAs are compiling FAQs for each apprenticeship standard.
Available on the LIEPA/IEPA Document Library

Customer Service FAQs

These FAQs are for Independent End-point Assessors for the Level 2 Customer Services Apprenticeship Standard.

1. Can I observe more than 1 apprentice at any one time?
2. If the apprentice clearly fails the showcase portfolio do you still continue with the observation and professional discussion?
3. Can the apprentice have their showcase portfolio with them during the professional discussion?
4. If the showcase portfolio has not met the criteria can you ask questions in the professional discussion or does this mean that the showcase portfolio is a fail?
5. If the apprentice does not meet the pass criteria for the observation will they fail?
6. Will City & Guilds specify the number of pages that should be contained within a showcase portfolio?
7. Will the IEPA be looking for evidence collected over time i.e. which is not just a one off?
8. Can the showcase portfolio be presented face to face with the IEPA?
9. What happens if the customer does not provide a quiet room for the professional discussion?
10. If the apprentice fails one component do they have to reschedule – retake all 3 assessment methods?

1. Can I observe more than 1 apprentice at any one time?

No. Only one apprentice at any one time.

2. If the apprentice clearly fails the showcase portfolio do you still continue with the observation and professional discussion?

Yes. The customer registers for the EPA which contains all 3 assessment methods for this standard.

3. Can the apprentice have their showcase portfolio with them during the professional discussion?

Yes.

4. If the showcase portfolio has not met the criteria can you ask questions within the professional discussion or does this mean that the showcase portfolio is a fail?

If the pass criteria has not been met this would be a fail. However if the IEPA is not sure whether it's been met, questions can be used in the professional discussion. But you wouldn't expect large gaps. Questions can also be used to clarify whether you think the apprentice is at pass.

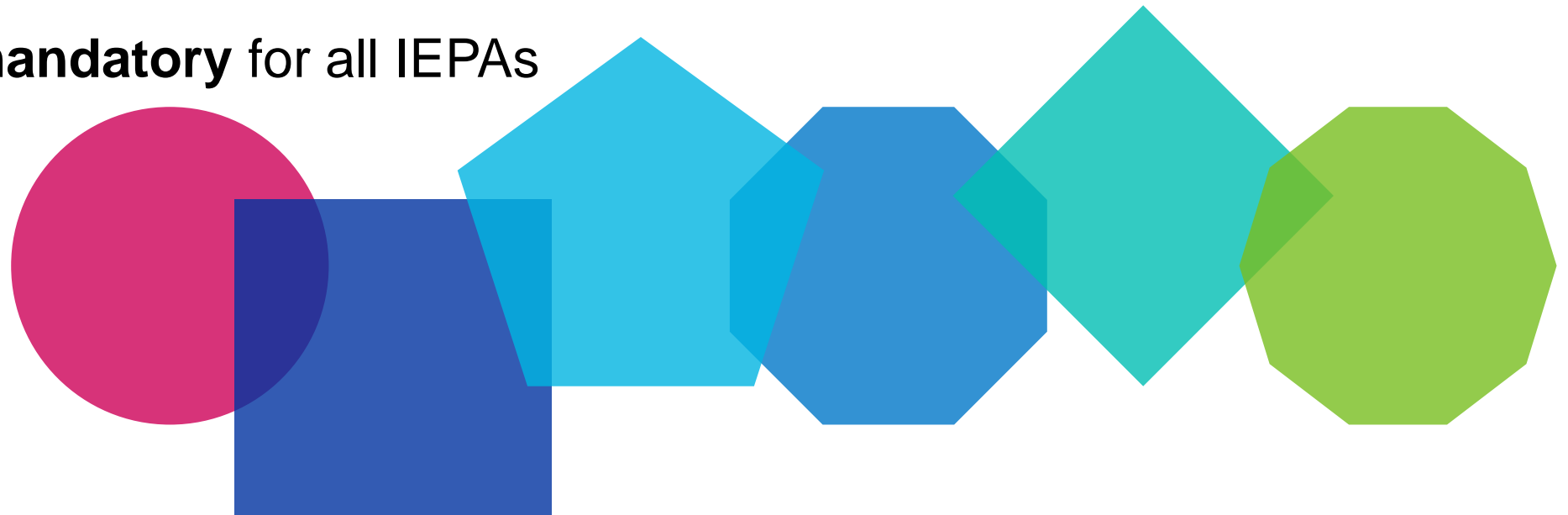
IEPA Training & Selection Process

IEPA Training & Selection Delivery Plan	Delivery Method	Delivered by	Support Materials & Process
Introduction to the City & Guilds EPAO	Online E-Learning Module	Link issued by the Quality Assurance and Improvement Team	Available via the LIEPA/IEPA webpage
IEPA Generic Training Webinar	Webinar (2 hrs)	Associate Manager (AM)	IEPA Generic Training – Webinar Slides & recording link for webinar
LIEPA Technical Launch Webinar	Webinar (2 hrs)	LIEPA (AM in support)	LIEPA Technical Launch – Webinar Slides & recording link for webinar
IEPA Technical Training To include Standardisation of grading decisions and guidance on how to structure feedback	1 day Face to Face (10am – 4pm)	LIEPA (AM in support)	IEPA Technical Training slides
EPA Portal Training Delivered 15:00 – 15:30 as part of the LIEPA Technical Training session	Skype	EPA Team	EPA portal user guide with step by step instructions available via the home page on the EPA portal
Homework Activity To include scenario/grading activity.	Email issued following the IEPA technical training	Quality Assurance and Improvement Team	To be completed and submitted to LIEPA for marking within 3 working days. LIEPA will provide individual feedback to IEPA within 3 working days
Contracting Decision Following successful completion of all training and selection events the LIEPA will finalise their contracting decision.	Post event communication email	Quality Assurance and Improvement Team	Access will be provided to the LIEPA/IEPA document library Contracting process will commence EPA portal access will be provided

Applicants must successfully complete all elements of this training & selection process to be contracted as a City & Guilds IEPA

IEPA Standardisation

- A remote standardisation session will be held after each initial cohort of End-point assessments for all apprenticeship standards. Additional sessions will be held based on need and LIEPA sampling feedback.
- Annual face to face standardisation sessions will then be held for each apprenticeship standard.
- Attendance is **mandatory** for all IEPAs



LIEPA Allocation, Sampling and Support

- Each IEPA will be allocated a Lead Independent End-point Assessor (LIEPA)

LIEPAs will:

- Be allocated to you upon your first EPA allocation
- Act as your first point of contact for queries
- Provide guidance and advice
- Sampling your completed assessment decisions, in line with our sampling strategy
- Monitor the quality of your assessment decisions and rate you using a RAG rating system.
- Facilitate standardisation sessions

LIEPA Sampling Strategy

The purpose of this strategy is to provide details of the planned procedures to ensure robust quality assurance of our End-point assessment service.

The strategy is applicable to all Lead and Independent End-point Assessors who carry out assessments and make assessment decisions as part of the service.

The strategy details:

- An overview of the End-point assessment service
- Sampling Plans
- The sampling responsibilities of Lead Independent End-point Assessors
- Risk rating of Independent End-point Assessors
- Standardisation & reflection sessions

Action and Improvement Planning (AIP)

Low risk	Medium risk	High risk
<ul style="list-style-type: none"> ➤ Compliance with the code of conduct ➤ Consistent End-point assessment decisions ➤ End-point assessment decisions consistently made against grading criteria ➤ Feedback reports submitted within 3 working days ➤ CPD maintained ➤ Attended Standardisation 	<ul style="list-style-type: none"> ➤ Inconsistent compliance with the code of conduct ➤ Some performance issues ➤ Inconsistent End-point assessment decisions ➤ End-point assessment decisions inconsistently made against grading criteria ➤ Feedback reports not completed and submitted within 3 working days ➤ Action/ improvement plans partially completed ➤ CPD partially maintained ➤ Requires standardisation updating 	<ul style="list-style-type: none"> ➤ New to the IEPA role ➤ Non-compliance with the code of conduct ➤ Significant performance issues ➤ Inconsistent End-point assessment decisions ➤ End-point assessment decisions not made against grading criteria ➤ Feedback reports not completed and submitted within 3 working days ➤ Action/ improvement plans partially or not completed ➤ CPD not maintained ➤ Did not attend standardisation



LIEPA Sampling Report

The Lead Independent End-point Assessor Sampling report will be completed by the LIEPA when sampling assessment decisions made by IEPAs.

The form contains the RAG rating status of the IEPA (Red initially for all new IEPAs).

The form must be completed after every sampling activity and emailed to the IEPA, copying in the AM.

The IEPA adds their comments and emails to the LIEPA, copying AM in to the email.

LIEPA then reviews and uploads to the EPA portal.

LIEPA discusses any resulting actions with the AM.

Action/Improvement Plans (AIPs) are issued to IEPAs if concerns are raised about performance by their LIEPA during the sampling process.

Lead Independent End-point Assessor Sampling Report

Confidential when completed

Please complete this form electronically and distribute to the Independent End-point Assessor and your Associate Manager

Independent End-point Assessor:	
Risk rating prior to sample:	Green <input checked="" type="checkbox"/> Amber <input type="checkbox"/> Red <input type="checkbox"/> <i>Please select</i>
Lead Independent End-point Assessor:	
Associate Manager:	

Date of sample:		Date of activity	
Activity being sampled :	1 Accompanied visit of IEPA	<input type="checkbox"/>	
<i>Select as appropriate</i>	2 Remote sampling of IEPA	<input type="checkbox"/>	
Employer/Provider organisation:			
Assessment location:			
Apprenticeship Standard(s) covered <i>(include title and number)</i>			

Why Digital Credentials for our Associates?

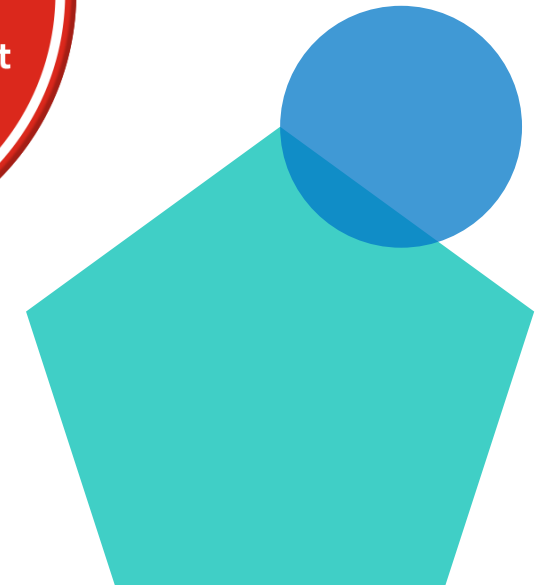
Digital Credentials offer an exciting new way to recognise our Associates.

Digital badges will be issued from September 2018 to Independent End-point assessors who have:

- Participated in all training events
- Participated in all Standardisation sessions
- Have achieved a Green risk rating
- Submitted an up to date CPD in line with requirements



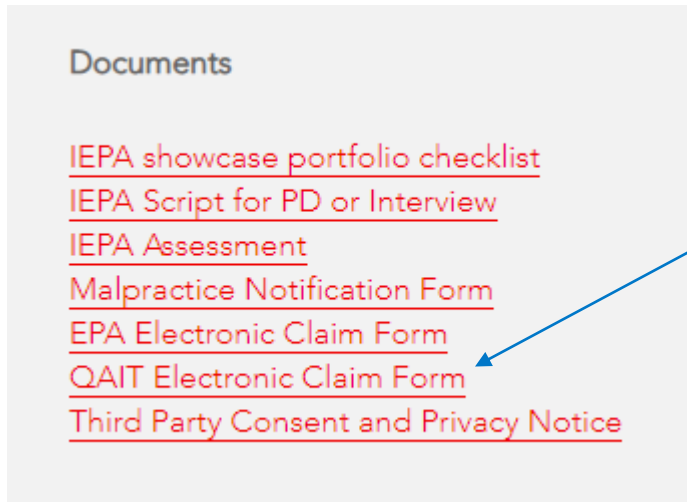
Digital Badges are stored in an online digital back pack and can be added to Social Media profiles and email signatures.



IEPA claims for attending Training and Standardisation

IEPAs will complete a QAIT Electronic Claim form when claiming for attendance at training or standardisation sessions.

This is also called DC1 claim form and are available here on the LIEPA/IEPA document library



Completed DC1 forms (QAIT Electronic Claim Form) must be submitted with receipts for expenses to associate.epa@cityandguilds.com (Quality Assurance & Improvement Team)

Fees will be confirmed in your Contracting letter

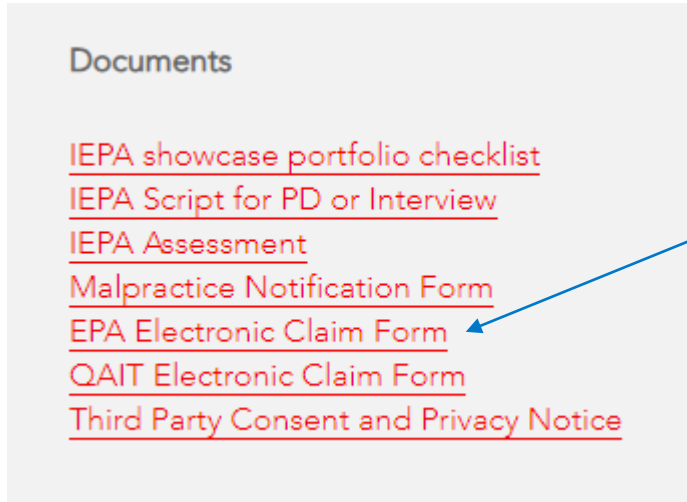
DC1 Claim form – How to complete the form

1. Visit the LIEPA/IEPA document library: <https://www.cityandguilds.com/lead-independent-end-point-assessor-document-library>
2. Open the QAIT Electronic claim form (DC1)
3. You will need to complete the grey boxes
4. In the Associate Type box select EPA from the drop down box
5. Complete Name, Date and Vendor Number
6. Complete description of the activity and apprenticeship title in the subject box, location and event date
7. Input your fee from your contracting letter for the event type
8. In the Fees GL section select the event from the drop down menu (**Hint:** IEPA events are at the bottom of the list)
9. Enter travel expenses, subsistence, accommodation, mileage etc. If you are not sure what you can claim for check the Fees & Expenses policy.
10. Complete your address and bank details at the bottom of the form
11. You do **not need** to complete part 3 of the form
12. Scan in your receipts and email them with your completed DC1 claim form to associate.epa@cityandguilds.com

IEPA claims for carrying out EPA

IEPAs will complete an EPA Electronic Claim form when claiming for carrying out EPA.

This is also called CF10 claim form and are available here on the LIEPA/IEPA document library



Completed CF10 claim forms must be submitted with receipts for expenses to EPAClaims@cityandguilds.com

Fees will be confirmed in your contracting letter

How do I know how much to claim for?

IEPAs are provided with details of their daily rate fee at the contracting stage.

When carrying out EPA IEPAs must keep a log of their time and record this on the CF10 claim form.

IEPAs can claim for a half day 3.5 hours or a full day of 7 hours.

Remember that it is unlikely that an EPA will take you a whole day to complete.

If you do review evidence submitted on the EPA portal and you think that it will take you more than a day to complete the assessment then you **must** flag this immediately to the EPA team and copy in your LIEPA.

Claims

The cut-off date for claims is the 17th of each month. Payment will then be made on or around the 15th of the following month (providing there are no discrepancies with your claim).

Important Note: We are unable to make single/one-off payments outside of this payment run process.

Fees and expenses must be claimed within 3 months of the activity. Claims submitted after this time will only be paid at the discretion of City & Guilds. Fees include travel and admin time - there are no extra claims for these. Fees vary according to the apprenticeship standard and are confirmed in the LIEPA/ IEPA contract confirmation email.

Important Note: Claim information is not applicable for applicants who are joining this webinar via a Supplier or Consortium arrangement.

Expenses

- All travel and accommodation must be booked by the LIEPA/IEPA and claims for this submitted to the EPA team.
- IEPAs must only submit claims for expenses that you have incurred and should not submit/claim expenses for other individuals.
- Latest Fees & Expenses Policy is available here:

<https://www.cityandguilds.com/lead-independent-end-point-assessor-document-library>

Help us to answer your queries

Quality Assurance and Improvement Team

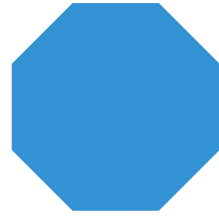
associate.epa@cityandguilds.com

- Recruitment & vetting queries
- IEPA selection & training information
- Claims processing (DC1 form) for attending IEPA training & standardisation sessions
- Contracting queries

The EPA Team

EPA@cityandguilds.com

- EPA allocations
- Issues/ concerns with carrying out EPAs
- Health & Safety concerns
- Incident reporting
- Claims (CF10) for carrying out EPAs
- EPA portal access/issues



Any questions about this
IEPA Generic Training Webinar?