Hello, good morning/good afternoon how are you?

My name is (Enter IEPA name here) from City & Guilds and I’m going to be carrying out your professional discussion/interview today for <<enter name of apprenticeship standard>>

Before we start I need to confirm your identity:

**For Video capable EPAs**: please confirm your name show me your photo ID [note it from camera]?

**For Audio only EPAs:**

1. Please confirm your full name
2. Please confirm your date of birth
3. Can you please confirm your location and that there is no one in the room with you?

(The IEPA must use the information from the photo ID provided by the provider to check that the name and date of birth answers are correct. Any concerns about ID verification must be raised with the EPA team immediately before proceeding with the EPA)

And for quality assurance purposes I’m going to confirm that the date is \*\*\*\*\* and the time is \*\*\*\*

Ok let me check:

1. Do you have some water or something to drink because you might get thirsty after you’ve talked for a while [give time to get a drink if necessary] and there won’t be any breaks
2. Is your mobile off and are you somewhere where you won’t be interrupted?

Have you had a meeting over the internet or used FaceTime/ WhatsApp video call before [If yes, they’ll know, if not, just try to be patient with it, it can sometimes feel a little more awkward at first – especially if you see your face on screen.]

**I’m just going to read something now so that I know all apprentices hear the same thing from me:**

**Remember that you’re taking your assessment now because your employer and your provider think you’re ready for your End-point Assessment, the final part of your apprenticeship**

**My questions are to help me understand more about what you’ve learnt during your apprenticeship. They’re not to catch you out and there aren’t any trick questions.**

**Please ask me to repeat a question if you don’t hear it properly or don’t understand it. I will try to rephrase it. We can go back to questions you weren’t sure about at the end, if there’s time.**

**Some of the questions I ask, might feel similar. I’ve used the work you’ve submitted to help set my questions. It doesn’t mean that you haven’t answered the points in your work, I just want to review parts of it with you. And it will give you the chance to add something else.**

**I’ll be looking down from time to time to write notes so I can remember your answers. Don’t judge anything by me writing or me not writing and please be patient if I can’t make eye contact with you all the time.**

**If you want to write anything down while we’re talking or if you want to refer to your <<showcase portfolio/ project>>, you can.**

**One of the things that’s important to point out is that I’m not allowed to give you feedback at any point.**

**I won’t be giving you feedback at any point and I won’t be able to give you any indication of your grade and whether you’ve passed or failed.**

**We have about an<< enter time >>set aside for this professional discussion/interview. It may not take that long. Again you should not infer anything positive or negative from how long our discussion lasts.**

**If you have connection problems at any time, you might need to log back in. If we have recurrent problems, I will contact the EPA team for help. Also, this is being recorded so it can be assessed properly.**

**To close:**

Thank you. That’s the end of your EPA. A reminder that I can’t give you any feedback or give you any indication of your grade. Your results will be available within 20 working days from your employer/provider.