Supporting you every step of the way

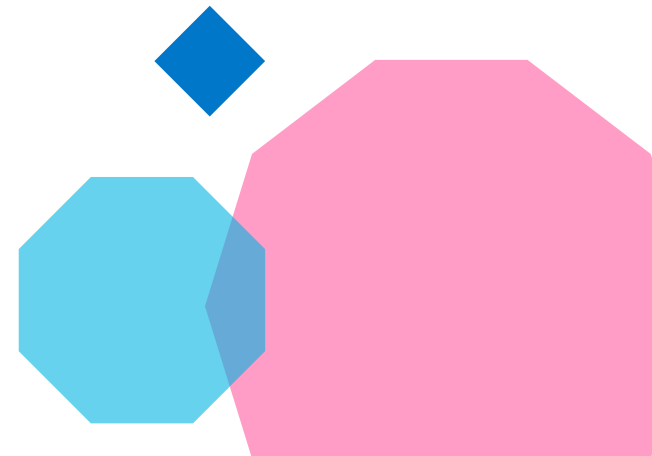# 10-step guide to end-point assessment

Sarah Turner

North West Business Development Manager

15 November 2018

Focus for today

- How to apply for EPA (EPA application)
- How to access EPA process documents and EPA packs
- 10-step guide to EPA (our EPA process)
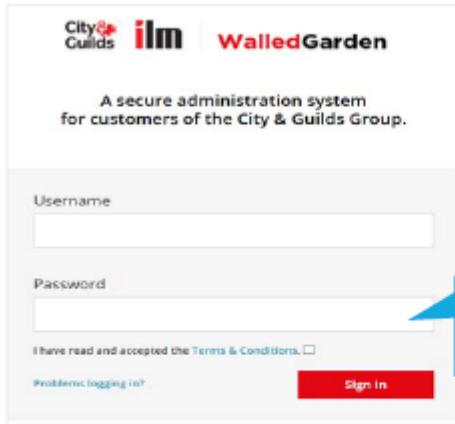- On-programme resources for apprenticeship standards
- Keep up to date

EPA application

If you're already an approved centre with City & Guilds or ILM
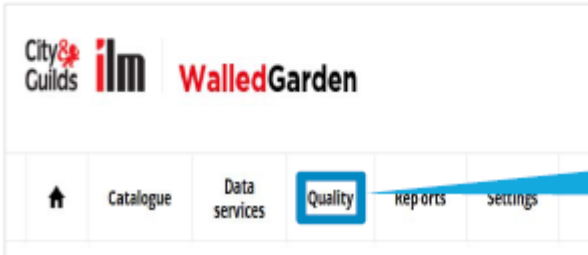
① Go to www.walledgarden.com

②
City & Guilds ilm **Walled**Garden

A secure administration system
for customers of the City & Guilds Group.

Username

Password

I have read and accepted the Terms & Conditions. ☐

Problems logging in?   Sign in

Enter your Walled Garden **user ID and password.**
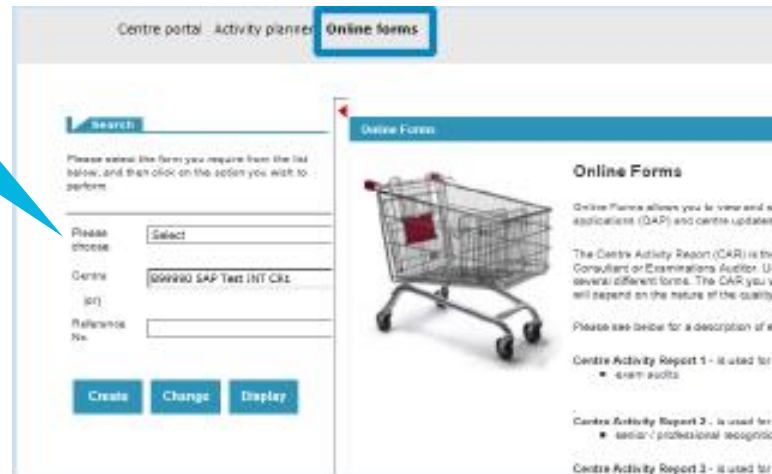
③
City & Guilds ilm **Walled**Garden

🏠   Catalogue   Data services   Quality   Reports   Settings

Click on the Quality tab to access the Quality Portal.

Choose 'EPA application' or 'ILM EPA application'

④
Centre portal   Activity planner   Online forms

Search   Online Forms

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose: Select

Centre (pr):   999990 SAP Test INT CR1

Reference No.:

Create   Change   Display

Online Forms

Online Forms allows you to view and submit application (OAP) and centre updates (CU

The Centre Activity Report (CAR) is the re Consultant or Examinations Auditor. Unlike several different forms. The CAR you will will depend on the nature of the quality as

Please see below for a description of each

Centre Activity Report 1 – is used for
   • exam audits

Centre Activity Report 2 – is used for
   • senior / professional recognition a

Centre Activity Report 3 – is used for

EPA application
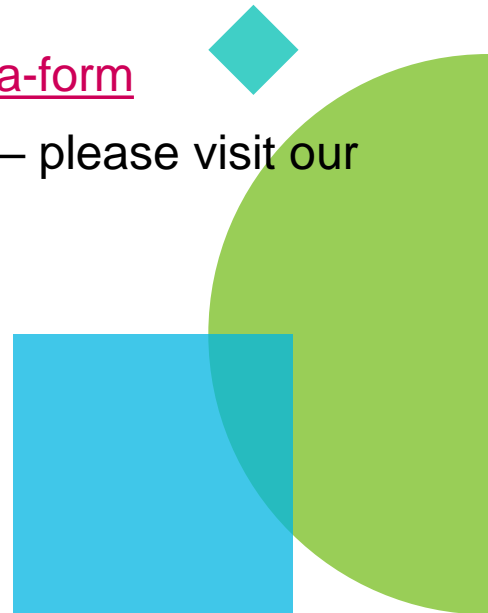
- EPA product code e.g. Customer Service Practitioner 9794-12

- Apprenticeship standards page: https://www.cityandguilds.com/apprenticeships/emerging-standards

- Master list: https://www.cityandguilds.com/-/media/cityandguilds-site/documents/apprenticeships/gtm/external-gtm-list-pdf.ashx?la=en&hash=FC03C222114466BE78C0441881EC01508E67CD49

Apprenticeship standard	C&G ref	Level	ESFA Status	LAR	EPA or OP	Product	Title	Product code	Reservation code	Status
Customer Service Practitioner	CG0483	2	Ready for delivery	122	EPA	End-point assessment	Level 2 Customer Service Practitioner	9794-12	9794-500	Live
						EPA preparation tool	N/A	9794-12	N/A	Live
								9794-02	N/A	Live

EPA application

- If you are a new customer and you want to use our EPA-only service, but do not want to offer qualifications
- EPA-only centre enquiry form
- City & Guilds: https://www.cityandguilds.com/delivering-our-qualifications/offer-our-qualifications/epa-only-form
- ILM: https://www.i-l-m.com/learning-and-development/management-apprenticeships/ilm-epa-form
- If you do want to offer additional qualifications, you'll need to apply for centre approval first – please visit our help and support section for information on how to do this.

EPA process documents

- https://www.cityandguilds.com/apprenticeships/emerging-standards/end-assessment-service

- 10-step guide: https://www.cityandguilds.com/-/media/cityandguilds-site/documents/apprenticeships/epa-10-step-guide-pdf.ashx?la=en&hash=624B05C8A1C800BB4926C5791BB8D7F8032B609C

- EPA manual: https://www.cityandguilds.com/-/media/cityandguilds-site/documents/apprenticeships/manual-for-the-end-point-assessment-service-pdf.ashx?la=en&hash=765D6B768FAF5BEDEBAFE94B7AFD1A986EFE2A8E

- EPA booking guide: https://www.cityandguilds.com/-/media/cityandguilds-site/documents/help/centres/walled-garden/walled-garden_epa-booking-guide-pdf.ashx?la=en&hash=B876C733C38125674D83690D341568E2BAA3E30B

EPA pack

- What's involved in the end point assessment?

  Resource/equipment requirements, timelines, EPA tasks, guidance on grading etc.

ILM customers can download the EPA pack, recording forms and sample test by logging into Walled Garden.

Password protected

Existing customers can obtain passwords from Walled Garden
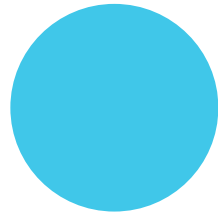
10-step guide to EPA
Our EPA process
Please read together with our 'EPA Manual'

10 steps to end-point assessment (EPA)

City & Guilds | ilm

A City & Guilds Group Collaboration

To help you get to grips with the EPA process, we've broken it down into 10 main stages. These actions are for providers, or employer providers, and City & Guilds. They happen after you've applied to deliver our EPA and are set up as a customer.

Start

1
- You register your apprentice on Walled Garden.
- Within three working days, we email you information about our EPA preparation tool. Once you load the apprentice's name and email onto the tool, they get an email with access to it.

2
- You confirm the apprentice has met all gateway requirements and is ready for EPA (usually at least three months before EPA).

Gateway

3
- You use Walled Garden to request an EPA booking (usually at least three months before EPA).
- We contact you for more information which we need for the ESFA certificate claim e.g. the name of the employer.
- You give us a date range for EPA.

4

5
- Once you've given us the information for the ESFA certificate claim, we give you access to our EPA portal to load supporting documents for gateway.
- You have two weeks from date of access to the EPA portal to submit:
  - signed gateway declaration
  - English and maths certificates (or exemption)
  - evidence from on-programme (if needed).

6
- Once we've received and checked your supporting documents against gateway requirements, we'll contact you with the confirmed dates for your EPA event(s).

7
- Once we've received and checked any supporting evidence, we remove the apprentice from your access on the EPA portal.
- This preserves the submission for assessment and we can send it to our independent end-point assessors.

EPA

8
- Our independent end-point assessors carry out the EPA event(s).

9
- If your apprentice passes, we send you a branded statement of achievement with their grades for you to present to the apprentice.
- If your apprentice fails, we give you formal notification and feedback on the areas the apprentice failed. You go back to step 3 when you're ready to book a resit.

10
- We claim the apprenticeship certificate from the IfA (Institute for Apprenticeships) on your behalf. The IfA will send it direct to the employer.

Finish

The City & Guilds EPA team delivers the EPA service for City & Guilds and ILM apprenticeship customers. Both businesses are part of the City & Guilds Group.

Step 1

1
Start

- You register your apprentice on Walled Garden.
- Within three working days, we email you information about our EPA preparation tool. Once you load the apprentice's name and email onto the tool, they get an email with access to it.

Early registration means early access to the EPA prep tool and exemplar materials.

Small upfront fee of £25 and the balance *after* EPA has taken place.

Step 2

Apprentice completes on-programme activity (at least 12 months)

2

- You confirm the apprentice has met all gateway requirements and is ready for EPA (usually at least three months before EPA).

✓ Gateway meeting

✓ Signed gateway declaration form

✓ English & Maths

✓ Mandatory qualification (if applicable)

Customer confirms that the apprentice has met all of the gateway requirements and is ready for EPA
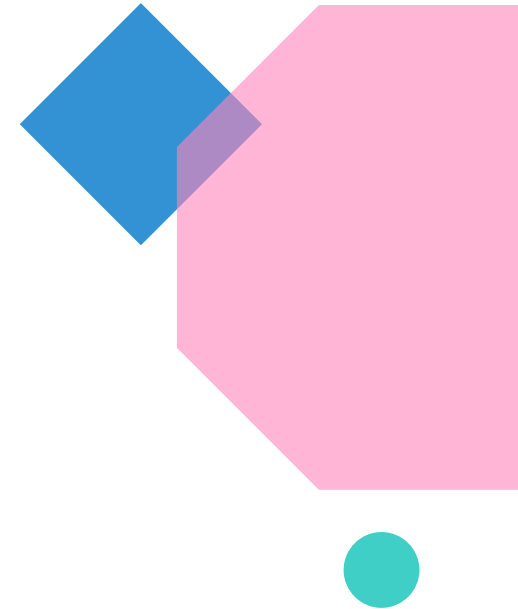
Step 3

Select a date *range* on Walled Garden

Complete the *data capture form* and return to epa@cityandguilds.com

Remember to check the *named contact* details on the *data capture form*
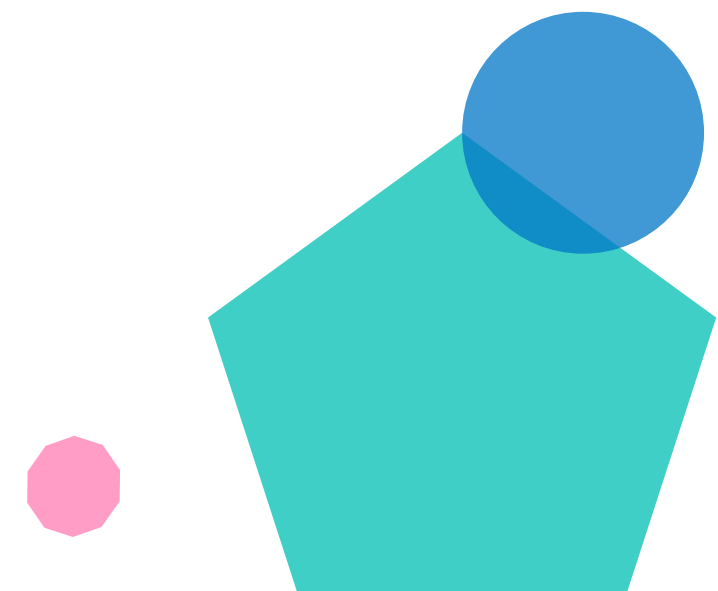

Gateway

3

- You use Walled Garden to request an EPA booking (usually at least three months before EPA).
- We contact you for more information which we need for the ESFA certificate claim e.g. the name of the employer.
- You give us a date range for EPA.

Please refer to the Walled Garden 'EPA booking guide' on slide 6

Step 4

- Once you've given us the information for the ESFA certificate claim, we give you access to our EPA portal to load supporting documents for gateway.

- You have two weeks from date of access to the EPA portal to submit:
  - signed gateway declaration
  - English and maths certificates (or exemption)
  - evidence from on-programme (if needed).

Gateway evidence to be submitted within 10 days of gaining access to the portal

It's best practice to ensure that the gateway evidence is in place before the EPA booking takes place
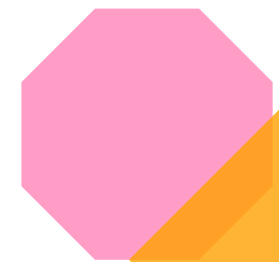
Step 5

Once we've received and checked your supporting documents against gateway requirements, we'll contact you with the confirmed dates for your EPA event(s).

We will contact the *named contact* (as supplied on the data capture form) to agree an exact date and time for EPA

The booking will be confirmed via an electronic *booking confirmation form* which needs to be signed and dated and returned within 3 working days

Once the booking has been confirmed any EPA knowledge test(s) can be booked and taken (if applicable)
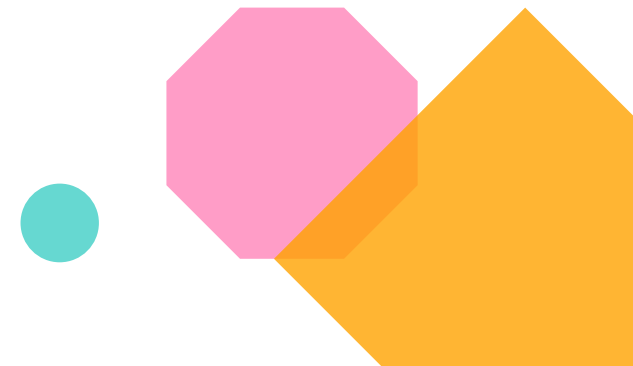
Step 6

6

- Ten working days before EPA, you supply all of the EPA evidence if required by the standard through the EPA portal.

We strongly recommend that only the strongest evidence is selected to demonstrate how the Apprentice has met the criteria.

Top tip – please remember to upload the *recording form* (you will find this in the EPA pack)

The relevant EPA pack (see slide 7) will indicate what assessment evidence is required.

Step 7

7

- Once we've received and checked any supporting evidence, we remove the apprentice from your access on the EPA portal.

- This preserves the submission for assessment and we can send it to our independent end-point assessors.

Step 8

EPA

8

- Our independent end-point assessors carry out the EPA event(s).
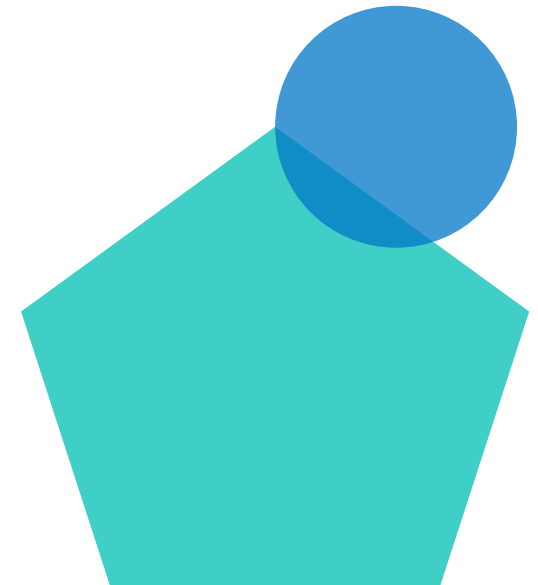
There's lots of **important** information within the EPA manual about the responsibility of the IEPA on the day
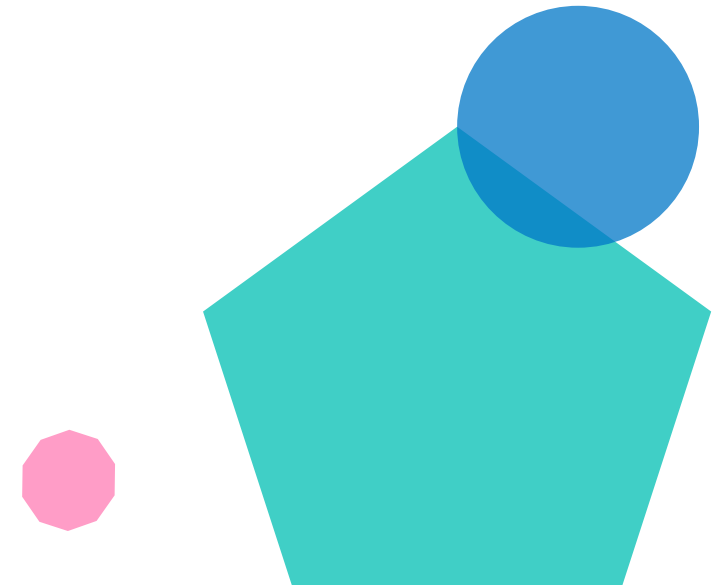
Step 9

9

- If your apprentice passes, we send you a branded statement of achievement with their grades for you to present to the apprentice.

- If your apprentice fails, we give you formal notification and feedback on the areas the apprentice failed. You go back to step 3 when you're ready to book a resit.

Where an Apprentice has successfully completed all components of an EPA we will then issue a City & Guilds or ILM statement of achievement to yourselves

If the apprentice fails we will provide the named contact with formal notification and feedback on the areas the apprentice has failed. You then need to go back to step 3 to book an EPA re-sit.

We aim for it to take a time period of 20 working days from submission of assessment documentation to final grades.

Step 10
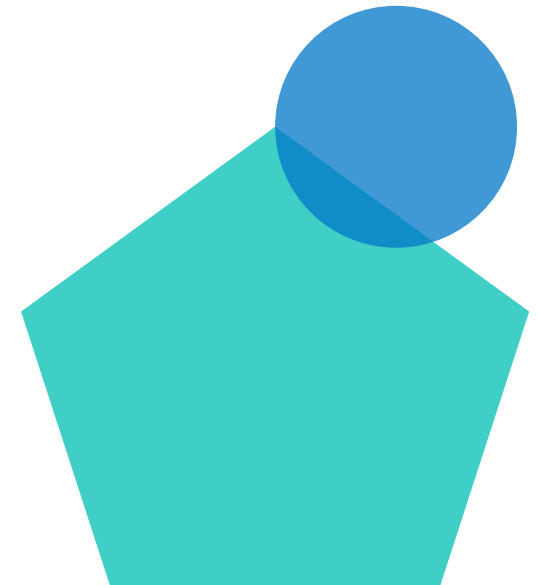
On-programme tools and resources

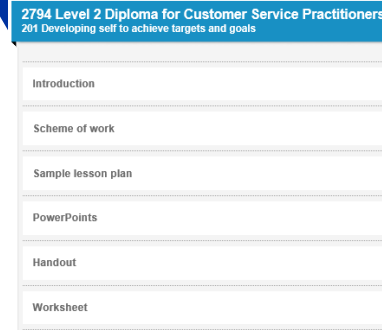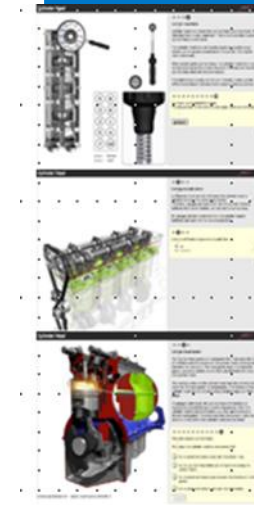City & Guilds Apprentices resources are accessed via our SmartScreen platform

EPA prep tool video: https://www.youtube.com/watch?v=DM2uAQkHl8E
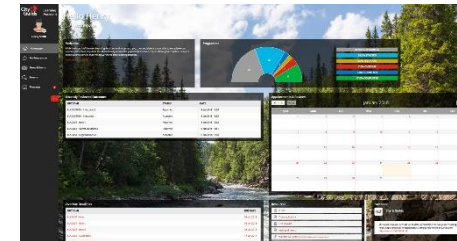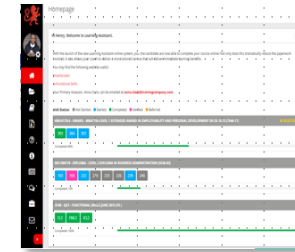
On-programme tools and resources

Tools to support delivery

To arrange a demo please contact digitalsales@cityandguilds.com

- Learning Assistant e-portfolio for assessment workflow
  (with built-in ATM's)

- Get-to-gateway – new off the self learning and
  assessment content platform. Available now for Customer
  Service Practitioner and Business Administrator

- PIVOT – one tool for all apprentice and levy management

- Skillzone for 'behaviours'

On-programme tools and resources

ILM Management Apprenticeships

- **Solar -** Our complete online learning management system. Monitor learner progress, forecast success rates and plan interventions to keep your cohort on track. Request a walk-through: https://r1.surveysandforms.com/d23wwa35-122qbt68?_ga=2.226842586.653128454.1542214877-660657330.1542214877

- **Illuminate** – Workbook delivery essentials. Expertly prepared workbooks to support your delivery and assessment. Request a preview: https://r1.surveysandforms.com/d23wwa35-8c2gqref?_ga=2.195264491.653128454.1542214877-660657330.1542214877
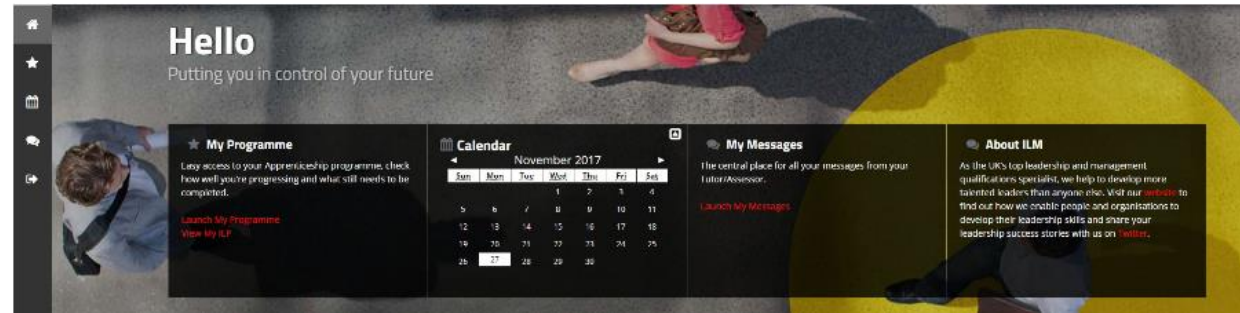
Keep up to date

- Sign up for 'email updates' or 'update your preferences' https://www.cityandguilds.com/what-we-offer/centres/email-updates

- Apprenticeship events and webinars https://www.cityandguilds.com/apprenticeships/events-and-webinars

Questions?

- **Jasmine Green**
- Customer Executive
- T: 01924 206 707
- E: jasmine.green@cityandguilds.com

Or Sarah Turner
- North West Business Development Manager
- E: sarah.turner@cityandguilds.com

https://www.cityandguilds.com/apprenticeships/emerging-standards/end-assessment-service