

Supporting you every step of the way

10-step guide to end-point assessment

Sarah Turner

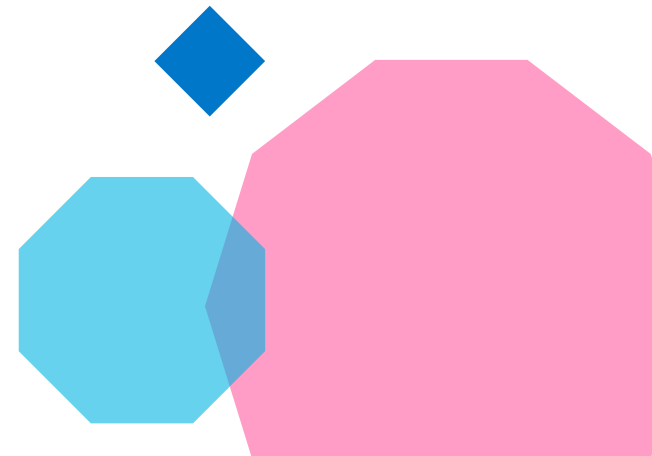
North West Business Development Manager

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

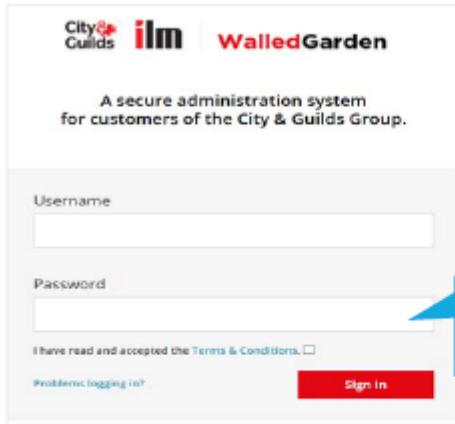


EPA application

If you're already an approved centre with City & Guilds or ILM

1 Go to www.walledgarden.com

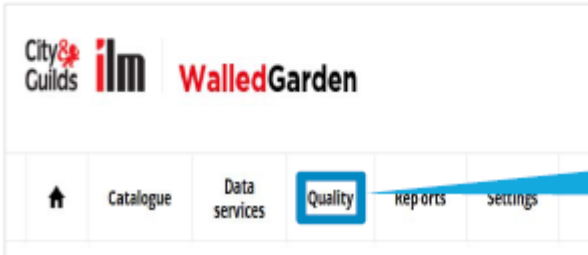
2



The login page for Walled Garden. It features the City & Guilds, ILM, and Walled Garden logos at the top. Below the logos is a heading: "A secure administration system for customers of the City & Guilds Group." There are two input fields: "Username" and "Password". Below the password field is a checkbox for "I have read and accepted the Terms & Conditions." and a red "Sign In" button. A link for "Problems logging in?" is at the bottom left.

Enter your Walled Garden user ID and password.

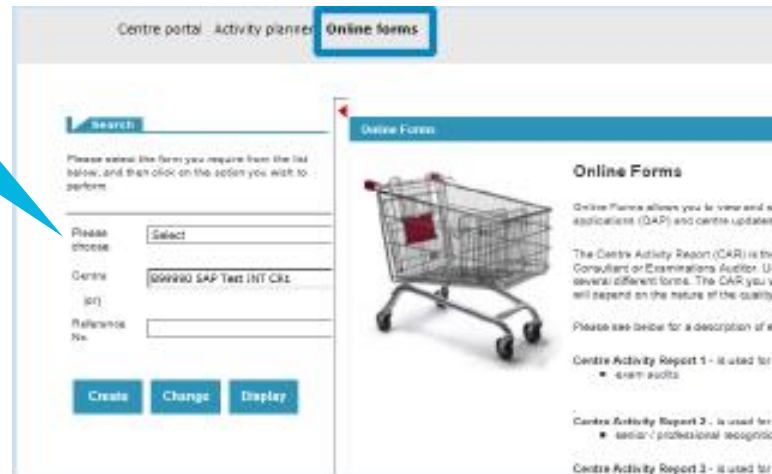
3



The navigation menu of the Walled Garden system. It includes the City & Guilds, ILM, and Walled Garden logos. Below the logos is a horizontal menu with several tabs: "Home" (with a house icon), "Catalogue", "Data services", "Quality" (highlighted with a blue box), "Reports", and "Settings".

Click on the Quality tab to access the Quality Portal.

4




The "Online Forms" page in the Walled Garden system. It has a header with "Centre portal", "Activity planner", and "Online forms" (highlighted with a blue box). Below the header is a search bar and a section titled "Please select the form you require from the list below, and then click on the action you wish to perform". There are input fields for "Please choose", "Centre", "Ref", and "Reference No.". Below these are three buttons: "Create", "Change", and "Display". To the right is a section titled "Online Forms" with a shopping cart icon and text describing the forms: "Online Forms allow you to view and submit applications (QAP) and centre updates (C)", "The Centre Activity Report (CAR) is the re-Consultant or Examinations Auditor. Unlike several different forms, the CAR you will fill will depend on the nature of the quality ass...", "Please see below for a description of each", "Centre Activity Report 1 - is used for exam results", "Centre Activity Report 2 - is used for senior / professional recognition a", and "Centre Activity Report 3 - is used for".

Choose 'EPA application' or 'ILM EPA application'

EPA application

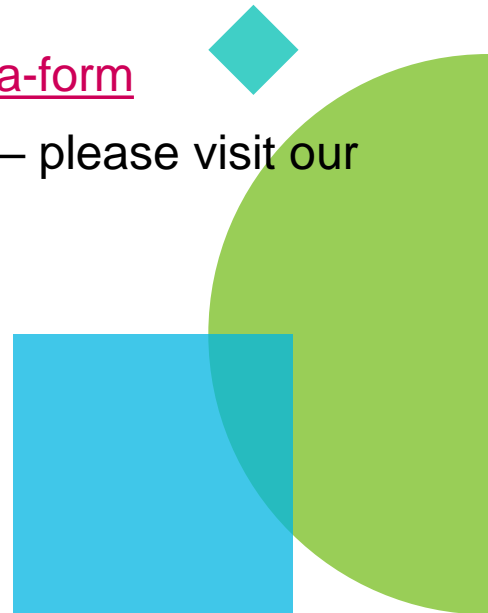
- EPA product code e.g. Customer Service Practitioner 9794-12
- Apprenticeship standards page: <https://www.cityandguilds.com/apprenticeships/emerging-standards>
- Master list: <https://www.cityandguilds.com/-/media/cityandguilds-site/documents/apprenticeships/gtm/external-gtm-list-pdf.ashx?la=en&hash=FC03C222114466BE78C0441881EC01508E67CD49>



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>

Pricing, payments and funding ▼

Preparing for assessment ▼

Process ▲

You can look at our [10-step guide](#) to the EPA process to help understand the stages you'll follow.

What is the organisation ID number for City & Guilds?

On the register of apprenticeship awarding organisations, our ID number is EPA0008. You will need this when you register your apprentice on the ILR to start their apprenticeship.

Where can I find your terms and conditions?

We've put all our terms and conditions, along with an overview of the EPA process, into our [Manual for the End-Point Assessment Service](#).

EPA checklists and guides

Documents available:

- How to choose an EPA organisation
- EPA checklist for training providers
- EPA checklist for employers
- EPA checklist for apprentices

> [Complete your details and we'll email you the document/s](#)

Contact us

If you want to talk about EPA with us in more detail please [contact us](#) and we'll do our best to help.

- 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.

**Level 2 Customer Service Practitioner
End-Point Assessment (9794)**

INFORMATION DOCUMENTS

Here you can find all documents related to this suite of apprenticeship.

By clicking on the section headings below, you can access a variety of documents such as the qualification handbooks and assessment materials, Statements of Purpose, and recognition letters from industry and employers.

Some documents may be password protected. Passwords can be retrieved by logging in to WalledGarden.com and visiting the Administration section of the relevant qualification catalogue page.

Interested in delivering this apprenticeship?

Find out more about [how to become an approved City & Guilds centre](#) or fill out our [online customer application form](#).

Assessment materials

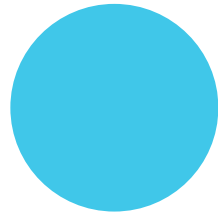
9794 Customer Service Practitioner EPA Pack for Centres v1-2 pdf	387 KB	24 Jul 2018	🔒
Assessment pack recording forms for Centres v1-4 docx	124 KB	24 Oct 2018	🔒
Customer Showcase portfolio checklist pdf	46 KB	05 Nov 2018	🔒
Showcase portfolio general guidance v2 for CSP pdf	125 KB	24 Jul 2018	🔒

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'



A City & Guilds Group Collaboration

10 steps to end-point assessment (EPA)

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.



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



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

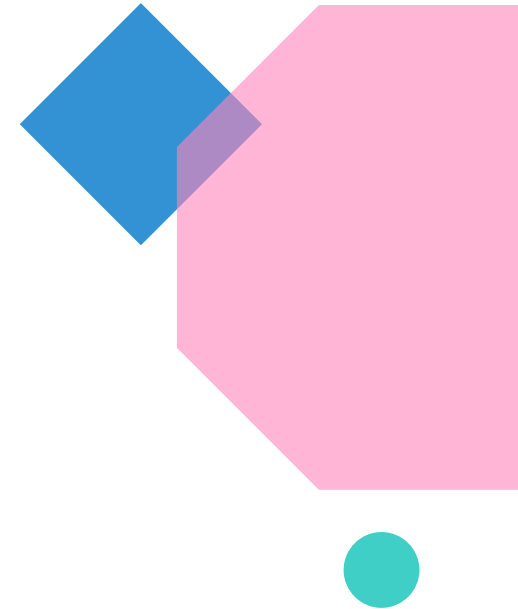
Apprentice completes on-programme activity (at least 12 months)

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

A graphic for Step 3 of the Gateway. It features a red banner at the top with a white fence icon and the word 'Gateway' on the left, and a large white number '3' on the right. Below the banner is a red box containing a bulleted list of instructions. The background is orange with a large, faint orange octagon shape.

Gateway

3

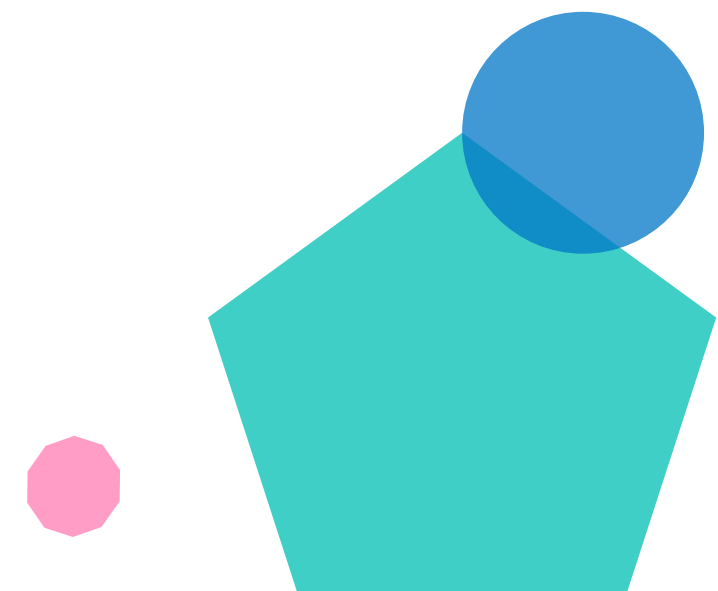
- You use Walled Garden to request an EPA booking (usually at least three months before EPA).
- We contact you for more information which we need for the ESFA certificate claim e.g. the name of the employer.
- You give us a date range for EPA.

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*

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



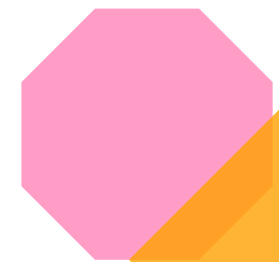
Step 4

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

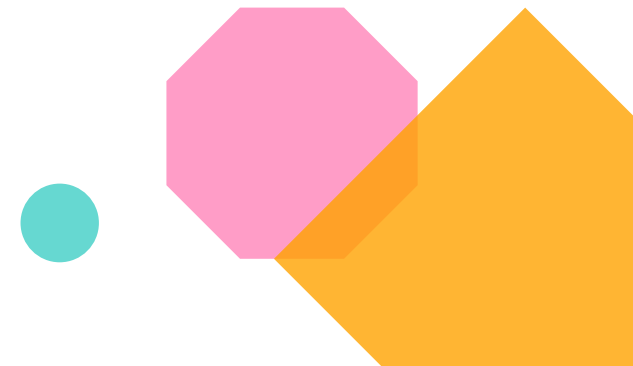
5

- 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.

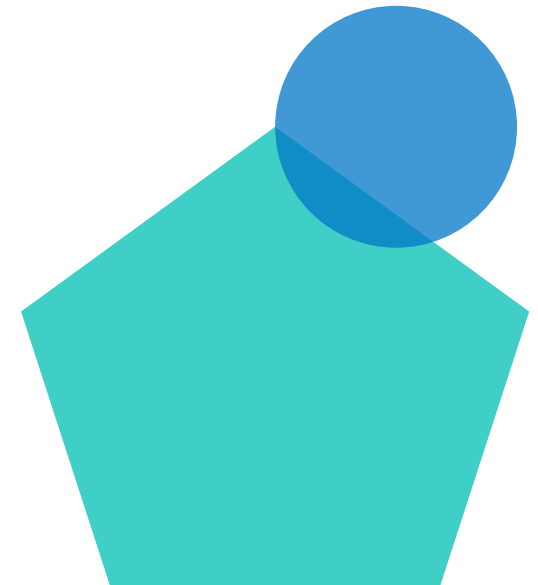
Top tip – please remember to upload the *recording form* (you will find this in the EPA pack)

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

Step 7

7

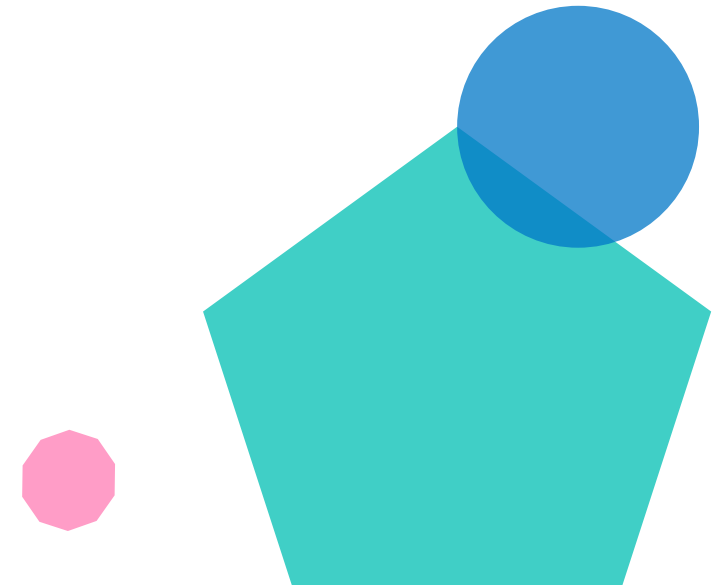
- Once we've received and checked any supporting evidence, we remove the apprentice from your access on the EPA portal.
- This preserves the submission for assessment and we can send it to our independent end-point assessors.



Step 8



There's lots of **important** information within the EPA manual about the responsibility of the IEPA on the day



Step 9



9

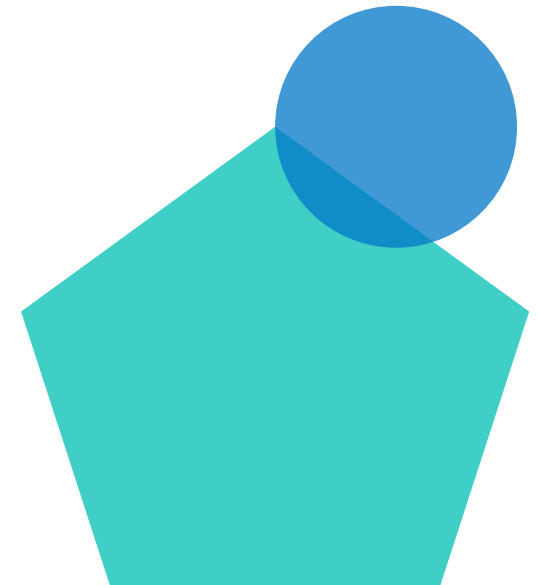
- If your apprentice passes, we send you a branded statement of achievement with their grades for you to present to the apprentice.
- If your apprentice fails, we give you formal notification and feedback on the areas the apprentice failed. You go back to step 3 when you're ready to book a resit.

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

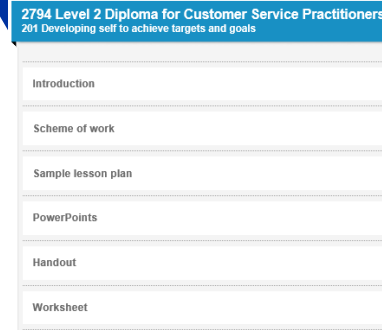
Our EPA
preparation tool



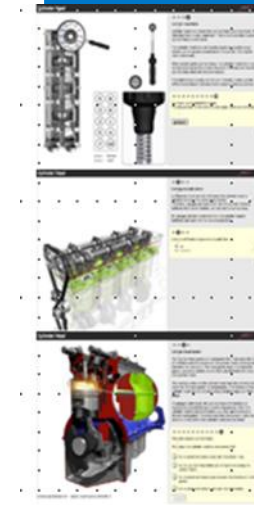
Apprenticeship
Training
Manuals (ATM)



Tutor
resources (for
qualifications)



Enhanced
SmartScreen



Task 2

Induction part two:
Understanding customer expectations

To complete this task you will be looking at your own expectations, as a customer of other organisations. You will also consider your role in meeting the expectations of customers within your own organisation.

When completing this task, you will:

- name an organisation you have high expectations of
- name an organisation you have low expectations of
- consider how these expectations might be changed.

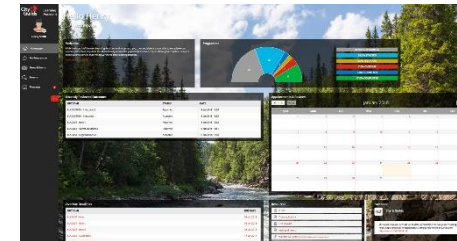
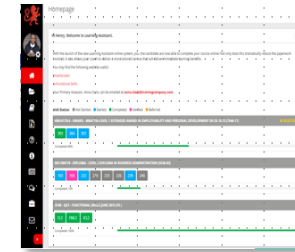
EPA prep tool video: <https://www.youtube.com/watch?v=DM2uAQkHI8E>

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

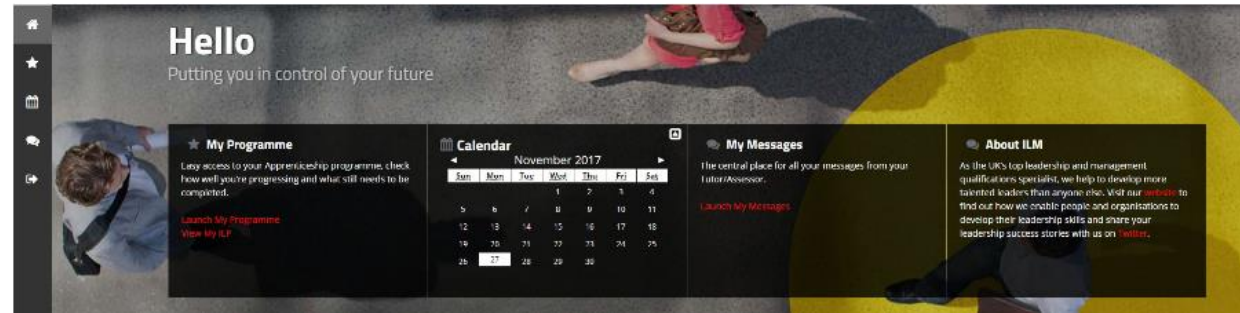
ILM Management Apprenticeships

- **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/merging-standards/end-assessment-service>

