

Post-results services

Apprenticeship assessment

Version 2.0

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For external use



Document revision history

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2.0	Updated to include apprenticeship assessment and internal assessment. Section 6, External Quality Assurance for internal assessment, has been added.	September 2026
1.1	Amended wording on fees	October 2024
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1. Introduction

Apprenticeship assessments are designed to show that the apprentice has the knowledge, and skills required for that specific occupation.

When delivering and awarding apprenticeship assessments, City & Guilds aims to ensure that the following are fair, consistent and based on valid judgements:

- marking of assessments
- the outcome of External quality Assurance (EQA)

This document explains the process that centres need to go through to question either of the above. The document also includes the fees and a glossary of terms.

Definitions

For the purpose of this document, where 'City & Guilds' is stated, this includes ILM.

1.1. End-Point Assessment (EPA)

This document also applies to apprenticeship End-point assessments (EPAs), which are completed at the end of an apprenticeship. Each EPA must be delivered according to its specific assessment plan, this means there is a wide variety of different:

- assessment methods,
- grade scales,
- approaches to grade aggregation.

2. Overview of the process for external assessments

The reviews of results gives the centre an opportunity to question a City & Guilds decision if they believe it was inaccurate.

It involves someone not involved in the original decision reviewing the assessment decisions and correcting any errors that are identified.

2.1. Who can apply

Wherever possible, the centre should submit the application. In certain circumstances, we will accept applications from apprentices. For external assessment, we can accept applications from:

- centres,
- apprentice(s) with no centre to apply on their behalf.

2.2. Apprentice consent

In most cases, centres will make applications for enquiries on behalf of apprentices. Where the centre is making the application, they must:

- get the consent of the apprentice before making an application on their behalf,
- make the apprentice aware that their grades could be lowered as a result.

3. Knowledge tests

There are two services available for knowledge tests.

3.1.1. Clerical check

A clerical check is for multiple choice exams

City & Guilds will manually check the apprentice's completed answers against the responses held in our systems. It involves checking the following:

- the marking of the apprentice's answers,
- the recording and totalling of the apprentice's answers,
- that the grade boundaries have been applied correctly.

3.1.2. Review of marking

The review of marking is for examiner marked exams

The review of marking gives an apprentice or provider the opportunity to question the result of an assessment marked by City & Guilds, if they believe the marking was inaccurate.

It involves both:

- a **clerical check** as described in the previous section, and
- a **review of marking** by an examiner.

The review of marking is designed to identify any marking errors, for example:

- an administrative error,
- applying the mark scheme incorrectly

3.2. Additional information

Please refer to the [appeals section](#) in the Centre document library for more information and the [application form](#).

4. Other types of external assessment

4.1. Making a request for a specific assessment

Centres should bear in mind the following when making requests:

- City & Guilds is only able to review an assessment outcome based on the evidence available (please see the next section for more details).
- Where there have been multiple attempts at the same assessment, a review can **only** be requested for the **most recent attempt**.

Additional information for End-point assessment (EPA)

Each apprenticeship has its own assessment plan which determines the range of assessment methods and grading. There may be grades for individual assessment components or the apprentice may only receive one overall grade for their EPA. A review of assessment outcome can be requested for any assessment component where the apprentice receives a specific grade for that component. This is outlined in the table below:

Grades issued	Application for specific assessment component	Application for whole EPA
Component and overall grades	Yes	Yes
Overall grade only	No	Yes

4.2. Process for a review of assessment outcome

This is a review of the original assessment outcome to ensure that the marking criteria have been correctly applied. Reviewers will not re-mark the assessment, they will only correct any errors identified in the original outcome. This could be because of:

- an administrative error,
- a failure to apply the marking criteria where a task has only a 'right' or 'wrong' answer,
- an unreasonable exercise of academic judgement.

Special consideration cannot be applied as part of the review of assessment outcome, even if the apprentice experienced a disruption during the assessment that was beyond their control. More information on access arrangements and special consideration is available on the City & Guilds website.

4.3. The evidence available

The process will vary depending on the assessment method used and the evidence available, for example:

- written records of assessment decisions made by the Independent End-point Assessor (IEPA),
- any written work completed by the apprentice, including portfolios, projects or slides for presentations,
- any video recordings held for remote assessments.

The review is limited to the evidence available, and this will depend on:

- the assessment method, and
- how the assessment was delivered.

For some assessments a lot of the evidence is ephemeral. For example, for a practical observation where there is no video recording, we cannot go back and re-observe the apprentice completing the assessment. For practical or oral assessments, we are limited to a review of written records only, unless there is a video or audio recording available.

In addition, we must have confidence in assessment decisions made by our Apprenticeship External Assessors (AEA) (or IEPAs for EPA). If there is an inconsistency between the AEA and the apprentice, we accept the AEA's decision unless there is evidence available to confirm there has been an error. If there is an inconsistency between the AEA and the Lead AEA (LAEA), we accept the LAEA's decision.

4.4. Deadlines for reviews of assessment outcome

Reviews should be requested within 20 working days from the result date. This is the date the result is confirmed by City & Guilds, as displayed on the Walled Garden. It is not the date of the assessment. City & Guilds will endeavour to resolve reviews of assessment outcome quickly and efficiently in accordance with the timelines listed below.

Deadline for applications	20 working days after release of results
Acknowledgment	3 working days after receipt of application
Written outcome	32 working days of the date of the acknowledgement

5. Outcomes for external assessment

The outcome of the Review of results will be sent to the person who made the application. This will include the decision and the reason for that decision. There are three possible outcomes:

- The results are confirmed.
- The results are upgraded (eg. the grade is changed from Fail to Pass).
- The results are downgraded (eg. the grade is changed from Pass to Fail).

6. External Quality Assurance for internal assessment

A centre can request a review of the Qualification Approval Risk status assigned to a qualification, if it feels it has been applied incorrectly following External Quality Assurance (EQA) activity. It involves a different External Quality Assurer carrying out an EQA activity for the affected apprenticeship assessment.

The Centre Quality team may be able to provide additional information to explain the decision.

A centre **cannot** request a review for the following decisions:

- the outcome of an application for approval
- the withdrawal or suspension of approval relating to –
 - financial or legal reasons
 - candidate numbers.

6.1. How to apply and timelines

To help identify any errors more quickly, the application should include the reasons the centre disagrees with the decision that has been made. Where possible, the application should detail the ways in which the centre believes City & Guilds has not made its decisions in line with *Quality Assurance Standards: Centre Assessment*.

The centre should respond to the action plan that has been set in their application

Applications must be received by the deadline given below:

Deadline for applications	20 working days after the notification
Acknowledgment	2 working days after receipt of application
Written outcome	32 working days of the date of the acknowledgement

6.2. Outcomes

City & Guilds will review the decision and, where there is a clear error, the process will stop at that stage, and the decision will be changed.

In all other cases, City & Guilds will appoint a different External Quality Assurer to complete an EQA activity on a date to be agreed with the centre. Thereafter, this EQA will make a recommendation as to the appropriate status.

There are three possible outcomes:

- the original status is confirmed,
- the status is lowered (eg, from Medium to Low),
- the status is raised (eg, from Medium to High).

City & Guilds will notify the centre of the outcome; this will include a response to the points raised on the application. Where an EQA activity is completed, the centre will receive a copy of the completed Centre Activity Report.

7. Feedback

City & Guilds will also provide feedback for reviews, if the original grades are confirmed. Further details are provided in the table below:

Service	Feedback provided
Clerical check	None
Review of marking	A report on the apprentice's performance, including feedback on any questions where the candidate received less than half the marks available.
Review of assessment outcome	A report on the apprentice's performance, including feedback on areas where the criteria were not met.
Review of External Quality Assurance	A report on the activity, including the sampling of work and any actions that were identified.

8. Fees and contact details

8.1. Fees

For external assessments, a fee of £300, per apprentice, to cover administration costs will be charged.

Please see the Centre Charges List for fees for knowledge tests and External Quality Assurance for internal assessment

Where an error is identified, there will be no charge.

9. Appeals

The outcome of the reviews of results will include information on how to appeal (where this is relevant). For more information, please refer to the City & Guilds Appeals document.

10. Glossary

Apprentice	An apprentice is an individual who is registered with City & Guilds and entered for EPA by a centre as part of an apprenticeship.
Assessment	An assessment refers to any component of the required EPA for an apprenticeship.
Centre	<u>An organisation approved by City & Guilds to deliver City & Guilds or ILM qualifications (as applicable) in accordance with the City & Guilds Centre Contract</u>
Working day	A working day is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom.

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About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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