

Top tips for a successful booking

To support you with bookings (and to limit any cancellation fees) please find out top tips below for a successful booking.

1) **Register early to gain access to the EPA support materials**

Registering apprentices for EPA early allows your apprentices access to our wealth of support materials and it means we can get better visibility of forecasted volumes so that we have our IEPAs and LIEPAs in the right locations to support the assessments.

2) **Make the booking for your chosen date and time**

Make sure you are booking in Walled Garden the date you want to EPA to happen (and not just the nearest available date). This should be the date when you will require the IEPA activity with your learners, not the knowledge test. If you are using EPA Pro already you will need to confirm dates at the Planning Meeting stage.

3) **Sign and return the booking form**

Remember to sign and return the booking form to commit to the date. If the Booking Confirmation is sent out to you but we do not hear back from you within 3 days, this will be assumed as confirmed (and cancellation charges will apply, if the date is subsequently changed).

4) **Ensure all Gateway documents are completed and signed**

Please ensure all gateway documents are completed and signed. Please include any dispensation information that is ready to upload and let us know when this has been uploaded.

Make sure you are familiar with the Gateway forms (these can be found on SmartScreen or cityandguilds.com) so that you have all of your gateway evidence ready for upload.

We will provide access to our EPA Portal to upload Gateway evidence. Please ensure that you are prepared and don't miss the window, as this will minimise any delays at this stage.

5) **Ensure all assessment documents are uploaded two weeks for any further EPA activities**

Missing evidence or late evidence will have an impact on cancellations or the rescheduling of dates.

Remember to upload all the documentation two weeks prior to the assessment. If items are missing as this could lead to a delay on the assessment, and therefore an amendment.

6) **Bulk book your apprentices into one order**

If your centre has a group of learners on the same standard, one order with 10 apprentices is much easier for us to process than 10 orders with one apprentice. If you can bulk book apprentices onto one order that is a huge help to our teams who match IEPA's to events.

7) **Only book when you need to**

When you book for EPA the booking request includes all of the components within that EPA, so you only need to select the EPA. It's only if it's a resit booking that you need to select the relevant individual component, as it might only be one part that needs a resit.

8) **Provide as much notice as you can**

Please let us know as much in advance as possible on any changes so we can manage this for you, and avoid charges being incurred.