

	Question	Answer
General		
1.	If an Apprentice attends college on a weekly basis can the End Point Assessment (EPA) be in the college?	Yes.
2.	Is there additional support or time allowance for Apprentices with learning difficulties or social barriers?	Access to Assessment requirements still applies.
3.	Does the Knowledge Test need to be completed and passed first?	No, the three assessment methods can be taken in any order
4.	What time should the Independent End Point Assessor (IEPA) arrive at the EPA venue for the Practical Assessment?	It is recommended that the IEPA arrives 30 minutes prior to the agreed start time. This gives the IEPA time to introduce themselves to the apprentices to put them at ease and to check each appointment schedule to ensure the full requirements of the EPA is being covered.
5.	Is a copy of the Apprentices ID okay rather than the original?	Yes, if it is clear and contains a photograph
6.	What happens if the Apprentice does not bring their photographic ID on the day of the EPA?	If there are concerns over the validity/identity of the Apprentice, the IEPA will liaise with the EPA team who will make that decision in liaison with the EPA customer.
7.	Could you clarify that an Apprentice can complete their EPA in their own salon/workplace?	EPA environment The EPA can take place at the employer’s salon, a training provider’s salon, or a college’s salon. As far as reasonably practicable the location of EPA should match conditions of a real work environment.

8.	Does the salon/ barbershop need to be closed for the EPA?	The salon/ barbershop does not need to be closed; however, the Apprentice must have a dedicated space for their EPA and have no direct distractions.
9.	Could a member of staff that the apprentice has worked with be with them in the salon?	There needs to be a designated person on the day of EPA, but it must not be their Assessor, IQA or anyone that has been involved with their training and assessment.
10.	Can the Professional Discussion be taken remotely on a different day to the observation with questions?	Yes, the Professional Discussion will typically be completed remotely via an appropriate video conferencing platform (with video and audio). The Apprentice must ensure they are in a private, quiet room where they will not be disturbed. The IEPA will need to verify that the Apprentice is not being aided.
11.	Can an EPA be carried out over the weekend?	Yes, EPA’s can be carried out over the weekend.
12.	How long does the Practical Assessment & Questioning EPA last?	The Practical Assessment & Questioning element of your EPA must last 5 ½ hours, excluding comfort breaks.
13.	How long does the Professional Discussion last?	The Professional Discussion element of the Hairdressing EPA must last 35 minutes.
14.	What happens if the Apprentice exceeds the End-Point Assessment time?	IEPA’s are permitted to increase the duration of the assessment by up to 10% if required due to circumstances outside the Apprentice’s control. IEPA’s can increase the 5 ½ -hour Hairdressing Practical Assessment by 10% (33 minutes) to 6 hours and 3 minutes.
15.	Can the Apprentice use more than one client?	Yes, the Hairdressing Professional Practical Assessment requires a minimum of two clients. The Apprentice and Employer are responsible for providing suitable clients for the EPA.

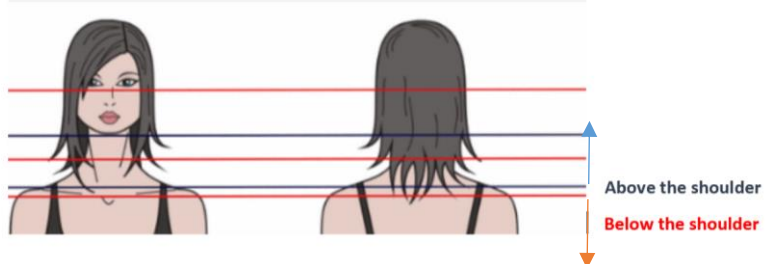
		The Employer and Training Provider should provide support, where necessary. There is no restriction on the maximum number of clients that the Apprentice can have in the EPA.
16.	Does the Apprentice need to have the appointment schedule available on the day of the EPA?	Yes, the IEPA needs to have the appointment schedule on the day, as it is needed to be able to assess Ways of working. “The apprentice is capable of managing and running a column within expected service times.”
17.	Is there a generic appointment schedule that should be used?	No. It is up to the Apprentice/Provider to produce their own schedule.
18.	What should the appointment schedule include?	Times, client’s names, and services being carried out, however it is good practice to include as much detail as possible, for example: services, products and techniques that will be used per client.
19.	Do clients have to sign to give consent to take their photos?	Yes, the IEPA will ask the nominated centre contact at the salon/barber shop to get all clients to sign to agree that City & Guilds may take photographs.
20.	Can clients bring in their children into the salon to wait for them?	No, they need to be aware that the apprentice is under exam conditions and could put the Apprentice at a disadvantage.
21.	Should the Apprentice wear a uniform for the EPA?	Apprentices are expected to look professional and wear their usual salon/training academy uniform on the day of the EPA. This must be in accordance with health and safety requirements (e.g. no open toe shoes).
22.	Does the Apprentice get a breakdown of their results?	Yes – Through Feedback plus
23.	If the Apprentice achieves a “Pass”, can they resit to achieve a higher grade?	No.

<p>24.</p>	<p>If one of the components of the EPA is graded as a Fail, is it just this component that the Apprentice must be retaken or all 3 components?</p>	<p>If a component of the EPA is failed, the Apprentice will be required to resit/retake that component again. For example: If an Apprentice fails their Professional Discussion but passes their Knowledge Test and Practical Assessment, they will be required to sit the Professional Discussion component again only.</p>
<p>25.</p>	<p>Are the re-sits / re-takes capped at a Pass grade?</p>	<p>If the Apprentice needs to resit or retake the Practical Assessment or the Professional Discussion the overall grade will be capped at a Pass grade.</p>
<p>26.</p>	<p>Will the IEPA feedback to the Apprentice on the day re the grade.</p>	<p>No – IEPAs will not give any feedback directly to the Apprentice either during or after the assessment.</p>
<p>27.</p>	<p>When will the Apprentice find out their grade?</p>	<p>Their grade will be available to the employer/training provider within 7 working days.</p>
<p>28.</p>	<p>Can an Assessor/IQA from the centre be present during the EPA?</p>	<p>No, there needs to be a designated person on the day of EPA, but it must not be their Assessor or IQA.</p>
<p>29.</p>	<p>Can an Assessor/IQA be in the same building where the EPA is taking place?</p>	<p>Yes, they can be in the same building, but not in the same room as where the Apprentice is being assessed.</p>
<p>30.</p>	<p>Is it alright for the apprentice to take photos of their own clients?</p>	<p>Yes.</p>
<p>31.</p>	<p>Can grading criteria be shown to Apprentices & Employers?</p>	<p>Yes, they should be fully aware of what they need to do to achieve a pass and strive for a distinction grade.</p>
<p>32.</p>	<p>How many Apprentices can be assessed at one time for the Practical Assessment?</p>	<p>A maximum of 5 apprentices.</p>
<p>33.</p>	<p>Can Barbers be assessed with Hairdressers?</p>	<p>Both Hairdressing and Barbering learners can be assessed together. This must be requested at the booking stage to ensure a cross trained IEPA is assigned to the event.</p>

34.	If an Apprentice fails the EPA, can they use the same client again for the resit?	Yes, if they still meet the full requirement of the EPA
35.	Does the EPA need to be on a paying client?	No.
36.	What would happen if the Apprentice didn't follow correct health & safety practices and procedures during the EPA?	Should an Apprentice fail to follow correct health and safety practices and procedures during practical assessment, the assessment will be stopped by the IEPA, and the apprentice advised of the reasons why. It is at the discretion of the IEPA to confirm whether the EPA can restart. The IEPA must also make the EPA team aware and log the details on the IEPA Assessment Confirmation Form within the Incidents section.
37.	Can the Apprentice have an assistant during the EPA?	No, however, there can be a receptionist present to meet and greet clients, make refreshments etc.
38.	Does the Apprentice need to complete a consultation sheet?	No, as this doesn't reflect what happens in industry.
39.	Are the Apprentice's breaks included in the 5 ½ hours for Hairdressing?	No reasonable breaks can be given to the learner i.e. lunch, water breaks etc.
40.	Is the client requirement gender specific for the Hairdressing EPA?	No, gender identity does not determine the client's suitability, as long as the client meets the requirements of the hairdressing assessment plan.?
41.	Can the models be familiar to the apprentice?	Yes, however if they are using another hairdresser or barber, then they must act as a client and must not prompt or advise the Apprentice.
42.	When will the Oral questions be asked as part of the Practical Assessment & Questioning?	There will be at least 3 questions asked during the Practical Assessment, these will be asked during natural breaks and at a time when you are not with a client.
43.	Should the IEPA interact with the client?	An IEPA may interact with a client. For example, they may check that they are happy with the service or to ask their permission to take photographs. The IEPA may check the client's hair to ensure all criteria has been met.

44.	What interaction is permitted between the Apprentice and other salon/ colleagues during the assessment?	During the assessment, interaction between Apprentices should be limited and should be predominately with their clients and IEPA. This is to ensure that the assessment is conducted under controlled conditions. This will be monitored by the IEPA.
Professional Discussion		
45.	What type of evidence can I submit in my portfolio of evidence?	Typically, the portfolio of evidence will contain 10 pieces of evidence. For example: <ul style="list-style-type: none"> • workplace policies and procedures • witness statements. • annotated photographs • video clips (maximum total duration 10 minutes); the apprentice must be in view and identifiable.
46.	Is the portfolio of evidence assessed?	No, the IEPA doesn't assess the portfolio, the IEPA will review the portfolio and from this prepare questions to ask the apprentice in the Professional Discussion
47.	Is there a checklist of evidence that needs to be uploaded at Gateway?	Yes, this can be found on EPAPro under Support Materials
48.	Does the apprentice have to lead the professional discussion?	No, at Level 2 the Professional Discussion will be a formal two-way conversation, between the IEPA and the apprentice, referring to the evidence that has been submitted at Gateway.
49.	Does the apprentice have to use a PowerPoint presentation?	No, but they can if they feel this will support the conversation with the IEPA.
50.	Can the apprentices use flash cards during the Professional Discussion?	Yes, it is good practice to ensure the apprentice covers all the required information, but these must only be used as a prompt.

Technical – Practical Assessment		
51.	How many consultations will be observed by the IEPA during the EPA?	<p>The colouring consultation must be completed in full on the day of the EPA, (the Apprentice would have already undertaken most of the necessary tests prior to the day of the EPA).</p> <p>On the day of the EPA the Apprentice must confirm client’s requirements and refer to tests that have already taken place, (i.e. skin test/colour test). They must carry out any additional tests required on the day of the EPA, such as elasticity/porosity/strand test.</p> <p>The consultation on the second client can be undertaken prior to the day of the EPA activity, evidence will be required to support that this consultation has taken place, and on the day of the EPA the Apprentice must re-confirm their client’s requirements.</p>
52.	What is the definition of a “Strand Test”?	A strand test is completed during the colouring or lightening service, to see if the colour result has been achieved or if the lightener development is sufficient.
53.	Can the Practical Assessment be carried out on any hair classifications?	Yes, the apprentice can complete services on any hair classifications.
54.	Does the Apprentice have to consider all the factors that may limit or affect the services?	The Apprentice must consider the factors that may limit and/or affect the services (where applicable). The client’s lifestyle, test results and hair classifications are appropriate to each client.
55.	When is an Apprentice expected to wear gloves?	Gloves should be worn for all mixing, applying, checking, and removing of colour. All the appropriate PPE is required for the colouring and lightening service. The Apprentice is not required to wear gloves for the shampooing and conditioning process unless the Apprentice is suffering from a skin condition, for example contact dermatitis.
56.	Is the use of spray-on gloves permitted during EPA?	Spray-on gloves are only to be used for foiling and where the product should not come into contact with the Apprentice’s hands. Physical gloves must be worn if any colour comes in direct contact with the hands or when removing colour.

57.	Can they bring their own brushes/scissors to an EPA?	Yes.
58.	Will apprentice fail if they drop their comb or any other piece of equipment?	No, however they need to ensure that they either have a spare comb or the piece of equipment is cleaned and sanitised before using again.
59.	Does the apprentice have to blow-dry/style hair a below the shoulder?	No
60.	What is classed as a restyle?	Restyle: The assessment plan defines this as a personalised short or medium (above the shoulder) length haircut, changing the shape, length, and style of the hair, to achieve a significant/clear different shape.
61.	What is classed as above the shoulder?	
62.	What is classed as a haircut?	This is any haircut to meet the required range in the assessment plan.
63.	Could the haircut be just a fringe trim?	No, it needs to be a complete haircut.
64.	Could it be a one length cut	
65.	How many cutting techniques needs to be covered?	The Apprentice must use a minimum of six different cutting techniques from the following when completing the restyle and haircut: <i>club cutting/ precision cutting, scissor over comb, clipper over comb, texturizing, disconnection, layering, razor cutting, graduation and freehand.</i>
66.	Can texturising scissors and or razors be used on the restyle?	Yes.

67.	What is classed as a precision cut?	A technique used to create strong, bold, sharp, precise cuts - blunt lines.
68.	What is classed as a freehand technique?	Cutting the hair without holding it between your fingers, sometimes done on dry hair so you can see the natural fall of the hair.
69.	Does the round brush blow-dry have to create a definite curl?	No
70.	Does the apprentice have to dress 80% of the hair up?	No
71.	So, to meet the “dress the hair” element, could the apprentice just dress out the curls from the set?	Yes, to achieve a pass.
72.	Can heated styling equipment be used prior to securing the hair into pin curls? Is this classed as a setting technique?	Yes, it is sufficient to curl the hair with heated styling equipment and then secure the hair with pin curl clips to cover the requirement of a setting technique.
73.	Does the full head need to be set to meet the setting requirement?	When performing the set, the apprentice needs to fully demonstrate that they have the necessary setting skills, it doesn’t have to include the full head.
74.	Can the blow-dry using a round brush be assessed independently from a setting technique?	Yes
75.	Could the round brush and finger dry be carried out on the same client?	Yes, as long the required range is met in the assessment plan.
76.	Can heated rollers be used for the setting technique requirement?	Yes.
77.	Does it matter how an Apprentice holds a hairdryer?	The hairdryer should be held as per the purpose it has been designed for, otherwise they will fail under “Ways of Working”.
78.	Is the Apprentice required to turn the hair dryer off when sectioning the hair to cover the requirement of, ‘use resources efficiently and economically’ or can they leave it running?	If the hairdryer is put down to section the hair, then it must be turned off.
79.	Is the Apprentice allowed to hold the hairdryer securely under their upper arm if the air flow is pointing to the floor and not affecting other apprentices or clients?	No, the hairdryer cannot be placed under the upper arm when sectioning is taking place. Health and Safety must be always maintained.

80.	Does a lightener have to be used during the colouring service?	The apprentice must use either a high lift colour or lightening product, achieving at least two levels of lift.
81.	How much of the hair needs to be Highlighted?	A minimum 30% of the hair must be highlighted and woven to the root (this could include a T-section of the head or scattered throughout the hair)
82.	How many foils/wraps would meet the requirements of 30% of the hair?	This would depend on the hair density, but on an average it would be between 15 – 20 woven foils/wraps.
83.	Do the highlights have to be woven to the root area?	Yes, woven highlights using either foils or wraps to the root on a minimum 30% of the hair.
84.	Do gloves have to worn when carrying out the colour service?	Yes. If the learner gets any colour product on their skin when applying, during or removing the colour, then they have failed under “Ways of Working”.
85.	Are all the tests required to be carried out during the colouring and lightening service?	<p>Not all tests are applicable to every client.</p> <p>A skin test, an elasticity test and a porosity test should be performed prior to every colouring and lightening service.</p> <p>An incompatibility test and a colour test are not always applicable to all clients, therefore, are not required to be completed on the day of the EPA.</p> <p>If completed as preparation for the EPA, the results of the tests should be made available for the IEPA on the day of EPA and evidenced on the Client Record Card/ Declaration Form.</p>
86.	Does a strand test have to be carried out to check the development of the colour or lightener?	Yes, and with a lightener/bleach this should be completed at regular intervals in accordance with MFI.
87.	When does the development time start when using a lightener?	The development time for a lightener starts as soon as the first woven section is applied. This should be monitored in accordance with MFI.
88.	What are the detailed requirements for the colour and lighten hair component?	The IEPA will observe a colouring and lightening technique which includes:

		<ul style="list-style-type: none"> • Complete a colouring and lightening service on one client using a minimum of two products and two techniques to change the colour (depth and tone) of the hair • Woven highlights using either foils or wraps to the root on a minimum 30% of the hair (this could include a T-section of the head or scattered throughout the hair) using either a high lift colour or lightening product, achieving at least two levels of lift • Application of another colouring product (demi- permanent/quasi-permanent, permanent colour and lighteners).
89.	What could the second colouring technique be?	A current colouring technique such as: (freehand techniques, root re-touch, half head /full head application)
90.	Can the two colouring services be performed on the same client?	The Apprentice must perform both colouring techniques on the same client.
91.	Do the apprentices need to do a strand test before removing all colours?	Yes.
92.	Could an apprentice use a board to foil with on an EPA?	Yes, if they are still using foil or meche and weaving to the root area.
93.	Can a spatula be used for the woven highlights?	No, this is a pulled through technique, they must secure the woven highlights using foil/meche etc.
94.	Can a weaving comb be used for the woven highlights?	No, as it does not demonstrate that the apprentice can weave the hair evenly, and when using these combs, the weaving technique cannot be adapted to suit the hair’s density where required.
95.	How long before for skin testing? Could the client arrive with the skin test done 48 hrs prior so it could be physically checked on the day of EPA?	It will be checked by the IEPA and should be in line with MFI and salon policies.