

	Question	Answer
<b>General</b>		
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?	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 <b>must last</b> 3 hours and 15 mins
13.	How long does the Professional Discussion last?	The Professional Discussion element of the Hairdressing EPA <b>must last</b> 45 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. from 3 hours 15 minutes by 10% (19.5mins), up to a total of 3 hours and 34 ½ minutes.
15.	Can the Apprentice use more than one client?	Yes, the Barbering 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 ( <b>e.g. no open toe shoes</b> ).
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.
24.	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?	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.

25.	Are the re-sits / re-takes capped at a Pass grade?	If the Apprentice needs to resit or retake the Practical Assessment or the Professional Discussion the <b>overall</b> grade will be capped at a Pass grade.
26.	Will the IEPA feedback to the Apprentice on the day re the grade.	No – IEPAs will not give any feedback directly to the Apprentice either during or after the assessment.
27.	When will the Apprentice find out their grade?	Their grade will be available to the employer/training provider within 7 working days.
28.	Can an Assessor/IQA from the centre be present during the EPA?	No, there needs to be a designated person on the day of EPA, but it must not be their Assessor or IQA.
29.	Can an Assessor/IQA be in the same building where the EPA is taking place?	Yes, they can be in the same building, but not in the same room as where the Apprentice is being assessed.
30.	Is it alright for the apprentice to take photos of their own clients?	Yes.
31.	Can grading criteria be shown to Apprentices & Employers?	Yes, they should be fully aware of what they need to do to achieve a good grade.
32.	How many Apprentices can be assessed at one time for the Practical Assessment?	A maximum of 5 apprentices.
33.	Can Hairdressers be assessed with Barbers?	Both Hairdressing and Barbering learners can be assessed together. This must be requested at the booking stage to ensure we assign a cross trained IEPA to the event.
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.	Is the client requirement gender specific for the Barbering EPA?	No, gender identify does not determine the client suitability, so long as they meet the requirements of the barbering assessment plan.
40.	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 <b>must not</b> prompt or advise the Apprentice.
41.	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.
42.	Should the IEPA interact with the client?	An IEPA may interact with a client on occasion. 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.
43.	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.
<b>Professional Discussion</b>		
44.	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"> <li>• workplace policies and procedures</li> <li>• witness statements.</li> <li>• annotated photographs</li> <li>• video clips (maximum total duration 10 minutes); the apprentice must be in view and identifiable.</li> <li>•</li> </ul>
45.	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
46.	Is there a checklist of evidence that needs to be uploaded at Gateway?	Yes, this can be found on EPAPro under <b>Support Materials</b>
47.	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.
48.	Does the apprentice have to use a PowerPoint presentation?	No, but they can if they feel this will support the conversation with the IEPA.
49.	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.
<b>Technical – Practical Assessment.</b>		
50.	Can the Practical Assessment be carried out on any hair classifications?	Yes, the apprentice can complete services on any hair classifications.
51.	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.

52.	When is an Apprentice expected to wear gloves?	Gloves should be worn for all shaving services and when a blade is being used. The apprentice is not required to wear gloves for the shampooing and conditioning process unless the apprentices is suffering from a skin condition, for example contact dermatitis.
53.	Should the salon/barbershop have a sharps box to dispose of used blades?	Yes, the salon/barbershop should have a sharps box so used blades can be disposed of correctly following health and safety requirements.
54.	Should there be a reclining barbering chair, with a headrest available and used in the EPA?	Yes, due to the full shaving service element you should be able to recline the client back to carry out this service safely.
55.	Should there be a front/backwash in the salon/barbershop for the End-point Assessment?	Where an apprentice would use shampooing and conditioning to prepare the hair for the barbering services, there should be an appropriate front/backwash.
56.	Can they bring their own tools and equipment to an EPA?	Yes.
57.	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.
58.	Does the Apprentice need to shampoo and condition the hair before the cutting service?	The apprentice should suitably prepare the hair for this service dependent on the clients’ hair type and the cutting techniques being used.
59.	What is classed as a restyle?	A restyle changes the length, bulk, or shape to achieve a significant/clear different shape. A restyle would include the use of a range of different cutting techniques.
60.	What is classed as a haircut?	Haircut: This is any haircut to meet the required range in the assessment plan.
61.	How many cutting techniques do I need to use?	The apprentice needs to use 9 different cutting techniques across the restyle and haircut. Cutting techniques:

		Scissor over comb, clipper over comb, texturising, freehand, razor cutting, tapering, graduating, layering, fading & disconnecting.
62.	Can texturising scissors and or razors be used?	Yes.
63.	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.
64.	When cutting hair using barbering techniques to create a variety of looks, do you have to use a razor?	Yes - over the two haircuts the apprentice <u>must</u> use all the following tools and equipment: <ul style="list-style-type: none"> <li>• scissors</li> <li>• clippers</li> <li>• clipper attachments</li> <li>• trimmers</li> <li>• razors</li> </ul>
65.	How many different neckline shapes must be covered?	A minimum of <b>two</b> different neckline shapes <u>must</u> be covered: <ul style="list-style-type: none"> <li>• tapered</li> <li>• square</li> <li>• full neckline</li> <li>• skin fade</li> </ul>
66.	How many finished looks need to be carried out during the EPA?	Both restyle and the cut should be finished to meet the clients' requirements.
67.	When completing a beard trim is it alright to just cut the outline of the beard?	No - the apprentice must fully demonstrate their capabilities and a beard cut must be complete in every aspect and include trimming of the moustache and defining the outline shape and general reduction of the beard bulk.
68.	Can the Apprentice use the same client for the two facial hair shapes?	Yes, they can, providing they do change the facial hair shapes meeting the full requirements of the full beard and moustache and then the requirements of the partial beard including moustache.



<b>69.</b>	What is classed as a partial beard?	The partial beard and moustache, can be any shape that is not a full beard and includes the moustache, for example: Goatee Anchor beard shape. Balbo Mutton chops Chin strap and goatee
<b>70.</b>	When carrying out the shaving service, does the full-face need be shaved?	Yes - a full shaving service must be completed, which includes the full face and above the lip area.