

City & Guilds Level 2 End-point Assessment for ST1273/1.0 Barbering Professional (9037-12)

Standard: ST01273

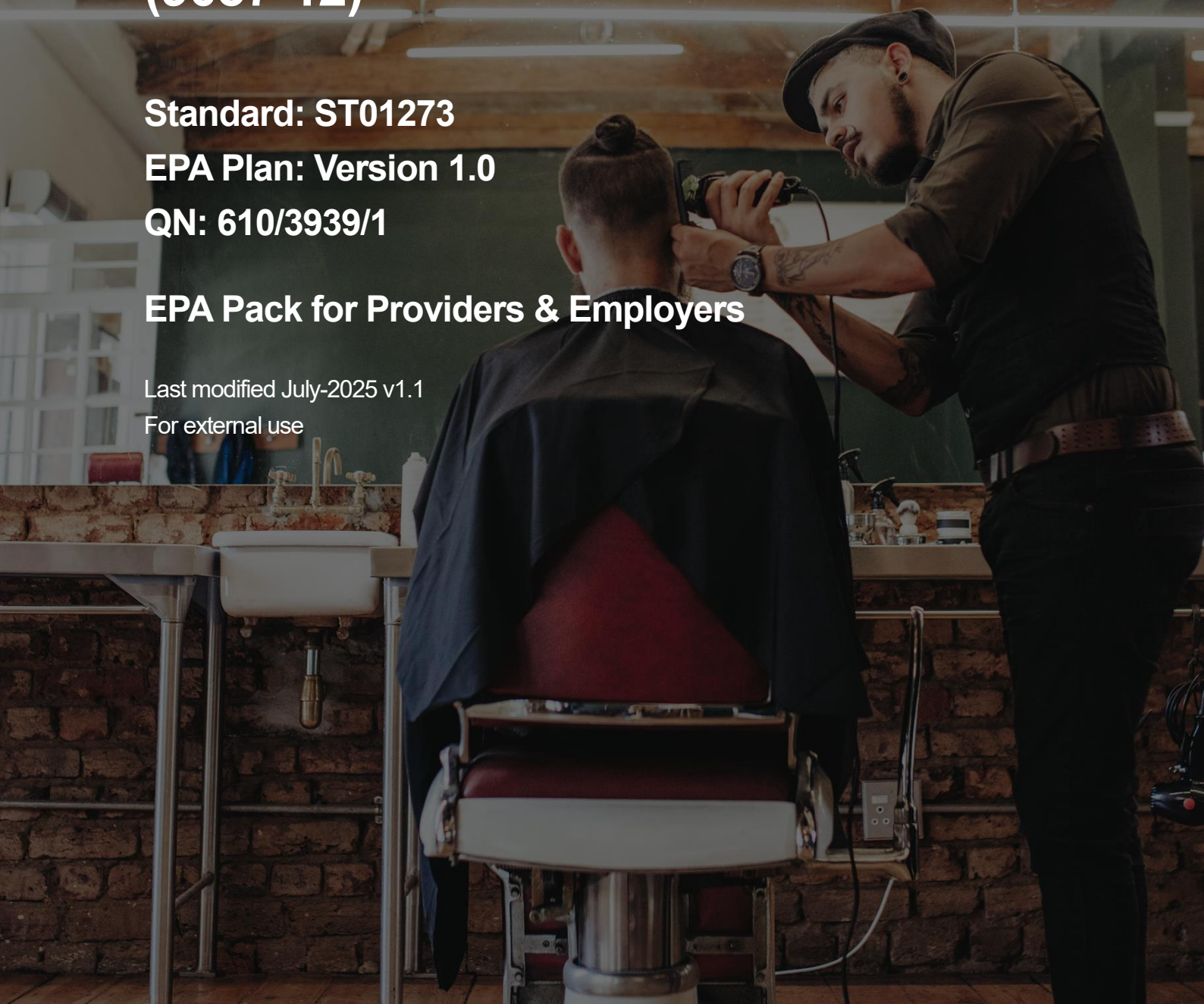
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EPA Pack for Providers & Employers

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For external use



Version and date	Summary of changes	Section
1.0, May 2024	Document created	N/A
1.1 July 2025	Title amended Clarity added to overall grade capping	Cover Section 9

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1. Apprenticeships



This pack will help providers and employers prepare apprentices for the End-point Assessment (EPA) of their City & Guilds Level 2 End-point Assessment for ST1273/1.0 Barbering Professional(9037-12) Apprenticeship Standard v1.

It explains how apprentices will demonstrate the knowledge, skills, and behaviours (KSBs) which they developed during their apprenticeship.

This pack must be used alongside the:

- [City & Guilds Manual for the End-point Assessment Service](#)
- Recording Forms for Providers & Employers
- EPA Knowledge Test Guidance
- Resource Pack for Providers & Employers
- EPA Handbook
- [EPA Documents Library](#) including information about the EPA Service, policies about malpractice and appeals, FAQs, and a video about EPA which can be shared with apprentices

The City & Guilds Manual for the End-point Assessment Service includes information on:

- Using the EPA Pro portal
- The process for booking EPA
- Acceptable qualifications and certificates at Gateway
- Uploading files to the EPA Pro portal
- Use of electronic signatures
- Knowledge tests on e-volve (where applicable)
- Responsibilities of providers and employers
- The Quality Assurance process

Full time apprentices will typically spend 18 months on-programme working towards meeting the Standard, with a minimum of 20% off-the-job training. The employer should ensure that the apprentice has access to development opportunities to improve their knowledge, skills and behaviours, as outlined in the Standard, and hold regular reviews with the provider and apprentice to check how they are getting on.

Once the apprentice has completed their training, they should be ready to go through 'Gateway' to EPA. See the [Gateway](#) and Assessment Instructions sections within this pack to understand what happens.

The EPA for this apprenticeship includes the following assessments which can be taken in any order, as requested by the apprentice:

- Assessment Instructions: 200 Knowledge test
- Assessment Instructions: 700 Practical assessment
- Assessment Instructions: 701 Professional discussion underpinned by a portfolio of evidence

Preparing for EPA

In preparation for EPA, providers and employers should:

- Read the Assessment Instructions sections before reaching Gateway – the EPA Partnership Managers can help with any queries
- Review which completed **Recording Forms and evidence** must be submitted, and when
- Use the Recording Forms provided in the format laid out, unless indicated otherwise
- Plan the venue and [resources](#) required for EPA - make sure the assessment environment is secure and comfortable, without interruptions
- Use the EPA Pro portal to help manage the apprentice's progress through EPA
- For on-site assessment: Arrange for a designated contact to be available on the day to ensure the correct resources are available

Some actions to help the apprentice prepare for EPA:

- Explain the assessments and **Recording Forms** to the apprentice – refer to details in the Assessment Instructions sections of this pack
- Agree a realistic timeframe for submission of evidence that meets the EPA deadlines – any delays in submission of evidence will delay the assessments
- Make sure the apprentice has the resources and time to prepare for, and undertake EPA
- Take the apprentice through some mock assessments
- Share the [EPA Preparation Guide](#) with the apprentice. It includes information about system requirements for virtual meetings
- Let City & Guilds know if reasonable adjustments are required to support an apprentice through EPA. The City & Guilds policy is on the City & Guilds website, under [EPA Documents Library](#)

Authenticating the Apprentice's Work

The Independent End-point Assessor (IEPA) must ensure all decisions satisfy Validity, Authenticity, Currency and Sufficiency (VACS). For evidence produced outside controlled conditions, the apprentice will be required to:

- Sign a declaration that the work is their own
- Reference all sources

The employer/provider should also aid authentication by:

- Supplementary (oral) questioning to gauge familiarity with the topic
- Looking out for any changes to the apprentice's usual writing style, unusual sources/examples or the use of US spellings or phrases that might indicate cutting and pasting from the internet
- Requiring access to evidence of steps in the process, e.g., drafts, notes, planning etc.

City & Guilds have produced forms for use when reviewing evidence produced outside of controlled conditions, such as the portfolio of evidence. These forms include a Declaration of Authenticity Form which must be completed when submitting evidence. The forms can be found in the Recording Forms document.

Health & Safety and Codes of Practice

The importance of safe working practices, the demands of the Health and Safety at Work Act and any Codes of Practice associated with the industry **must** always be adhered to.

Following safe working practices is an integral part of all City & Guilds assessments, and it is the responsibility of the provider and employer to ensure that all the health and safety requirements are in place when apprentices are working on any projects or before apprentices begin any EPA.

Should an apprentice fail to follow correct health and safety practices and procedures during an EPA, the IEPA will consult with the EPA Team, and may advise the apprentice to stop and explain why.

Overall Grade

This End-point Assessment is graded Fail, Pass, Merit or Distinction. The EPA will be assessed and graded by the IEPA.

Information about how each assessment is graded can be found in the Assessment Instructions sections of this pack. The apprentice will fail an assessment method if they do not meet the pass criteria.

Apprentices who fail one or more assessment method will be awarded an overall EPA 'Fail'.

All assessment methods are weighted equally in their contribution to the overall EPA grade. Performance in the EPA will determine the apprenticeship grade of fail, pass, or distinction.

In order to achieve an overall EPA 'Pass', apprentices must achieve a pass in all the assessment methods.

In order to achieve an overall EPA 'Merit', apprentices must pass the Knowledge test and the Professional discussion and achieve a distinction in the Practical assessment.

In order to achieve an overall EPA 'Distinction', apprentices must pass the Knowledge test and achieve a distinction in the Practical assessment and the Professional discussion.

The overall EPA grade must be capped at a pass if the apprentice has had to re-sit or re-take any assessment method, however the grade the apprentice has achieved for each component is not capped and will be identified on the statement of achievement.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Assessment method			Overall Grading
Knowledge test	Practical assessment	Professional discussion underpinned by a portfolio of evidence	
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Merit
Pass	Distinction	Distinction	Distinction

Results Submission & Feedback

The knowledge test component will be delivered using the e-volve on screen test platform. Test results will be available on the Walled Garden within 24 hours following the test.

The IEPA will communicate the grade allocated for each assessment to the Lead Independent End-point Assessor (LIEPA) for quality assurance and sampling. The LIEPA will submit the results to the City & Guilds EPA Team.

If the apprentice has passed EPA, the City & Guilds EPA Team will issue the EPA Statement of Achievement to the Provider confirming the grade achieved and will notify the Institute for Apprenticeships and Technical Education (IfATE) who will issue the Apprenticeship certificate.

The IEPA will not provide feedback to the apprentice during or immediately following the assessment process. The provider will be informed by the City & Guilds EPA Team of the assessment results. Summary feedback will be provided to all apprentices after any grade

determination has been carried out. The feedback will cover the areas against which insufficient evidence has been provided, leading to a 'Fail'. Our 'Feedback form' will also cover the areas against which the apprentice's evidence has resulted in the award of a Pass or Distinction.

Statement of Achievement

A printed EPA Statement of Achievement will be issued to each successful apprentice.

Providers and employers with access can view and download PDF copies of the Statement 24 hours after the results are published. A PDF supports more efficient processing of funding claims by providing evidence of learner certification before the apprentice's paper certificate arrives.

The overall Apprenticeship certificate will be issued by the Institute for Apprenticeships and Technical Education (IfATE).

Digital Credentials

A digital credential is a verified, visual representation of knowledge and skills earned in various learning environments. Please see an example below:



Link: [9037-12 Level 2 End-point Assessment for ST1273/1.0 Barbering Professional - Credly](#)

Digital credentials are issued and verified online, making it easy for individuals to demonstrate their competencies to employers, clients, and peers online. Each digital credential has a unique URL that can be shared electronically via social media, in an email signature, and on a CV. This is a complimentary service in addition to the paper certificate.

For further information, please visit the City & Guilds EPA Digital Credentials webpage and the general terms in respect of our privacy policy or contact digitalsupport@cityandguilds.com.

Security, Confidentiality & Copyright of End-point Assessment Materials

The following Terms of Use apply to the use of any City & Guilds EPA Assessment Materials (“EPA Assessment Materials”), included with the EPA Pack or otherwise provided by City & Guilds to the Customer from time to time under City & Guilds’ EPA Service, by Customers. They form part of the Agreement between City & Guilds and the Customer for provision of City & Guilds’ EPA Service in accordance with the Manual for the End-point Assessment Service (hereafter the Manual).

EPA Assessment Materials include, but are not restricted to, venue and resources list, the handbook, EPA Pack, EPA Recording Forms, sample papers, assessment tasks, questions or marked scripts.

Customers are obliged to comply with these Terms of Use when using any EPA Assessment Materials from time to time, in addition to:

- the terms of the licence for use of City & Guilds Materials set out under the Manual;
- (where any EPA Assessment Materials are dated examinations), the City & Guilds invigilation instructions; and
- any conditions contained in a document itself.

Defined terms in these Terms of Use shall have the meaning given to them in the Manual.

Terms of Use

The Customer shall, and procure that the Customer’s staff shall:

- **only** use any EPA Assessment Materials for the purpose of formal, summative EPA assessment in connection with the Agreement and not for any other purpose (including, but not restricted to, teaching, revision, as practice assessments or for commercial purposes);
- **not** make copies of any EPA Assessment Materials, whether in whole or in part, at any time;
- handle and store any EPA Assessment Materials securely at all times;

- ensure that:
 - any EPA Assessment Materials are made accessible to Apprentices only during formal EPA assessment as governed by the assessment conditions specified for the individual Apprenticeship Standard;
 - whilst the portfolio of an Apprentice may contain EPA assessment results referenced to the EPA assessment taken from time to time, they do not at any time contain the EPA Assessment Materials, unless otherwise stated in the individual Apprenticeship Standard; and
 - the content of any EPA Assessment Materials is not made public in any format, whether in part or in full, at any time;
- **under no circumstances** share any EPA Assessment Materials with any third-party organisation or individual;
- seek written permission from City & Guilds if they wish to convert any EPA Assessment Materials for storage, retrieval and delivery in electronic form (i.e., using some form of e-assessment or e-learning system) from time to time; and
- provide access, on request, to City & Guilds to any system(s) on which any EPA Assessment Materials appear, are stored or delivered from time to time.

2. The Apprenticeship Standard



The Occupational Role

This occupation is found in the hair and beauty sector. The Barbershop work environment is always client facing, can be varied in size, style and ambiance, from a small micro barbershop, to franchises or large high street premises.

The broad purpose of the occupation is to demonstrate a range of Barbering skills tailored to client requirements, whilst providing an outstanding service. A Barbering professional at level 2 will be able to shampoo and condition hair, cut hair using a range of barbering techniques, style and finish hair to create variety of looks, cut facial hair into shape and provide shaving services. Barbers must be able to work with all hair types, characteristics and classifications ranging from straight (type 1) hair to very curly, hair with texture (Type 4 wiry hair). They also need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills, retail skills alongside safe working practices associated with their role. They must be able to work without supervision to a high level of precision, with exceptional client care skills.

In their daily work, an employee in this occupation interacts with a wide and diverse range of clients, the barbershop team, other associated hairdressing and beauty professionals. They should also be able to promote themselves, their organisation, products and services using a variety of channels.

An employee in this occupation will be responsible for demonstrating industry standards of professionalism, values, behaviours, communication skills, team work, retail and selling skills for clients. They will also be able to complete a range of barbering services to create a variety of looks.

The Occupational Standard

This apprenticeship Standard has a number of duties which someone working in the role would typically be able to undertake:

Duty

Duty 1 Provide a positive customer experience, showcasing yourself, your organisation and the barbering industry.

Duty 2 Barbershop health and safety, legal and organisational requirements.

Duty 3 Determine requirements, advise, discuss and agree the service with the client.

Duty 4 Prepare the hair for barbering services.

Duty 5 Cut hair using barbering techniques to create a variety of looks.

Duty 6 Style and finish using barbering techniques.

Duty 7 Cut facial hair into shape.

Duty 8 Provide shaving services.

Duty 9 Promote self, organisation, products and services using a variety of channels.

Duty 10 Maintain up to date knowledge and skills of new and emerging hairstyles, trends, techniques, products, tools and equipment.

Knowledge, Skills & Behaviours

Ref.	Knowledge and understanding Core: All apprentices must complete	Assessment Method
K1	Legal, organisational and health and safety requirements relevant to barbering businesses.	Knowledge test
K2	How to maintain effective and safe methods of working and infection control when completing barbering services.	Practical assessment
K3	The types of incidents, problems and accidents that can occur in a barbershop, the actions to take and your responsibilities for reporting.	Knowledge test
K4	How to complete and implement a health and safety risk assessment.	Knowledge test
K5	Work related injury and ill health associated with barbering (e.g. physical injuries, posture, disorders, disease, viruses, blood, contact or airborne, dermatitis).	Knowledge test
K6	Employment rights and responsibilities.	Knowledge test
K7	Products, tools and equipment used in barbering services and legal organisational requirements for safe use and storage.	Practical assessment
K8	Barbering professionalism, values, industry codes of conduct, best practice and ethics.	Professional discussion
K9	Barbershop culture, history and types of barbershops.	Professional discussion
K10	How to use and promote working methods that promote environmental and sustainable working practices.	Practical assessment
K11	The role and function of the front of house or reception area in the barbershop business (services, bookings, payments, retail and sales).	Professional discussion
K12	The benefits and drawbacks of using social media and how social media can be used to promote the business.	Professional discussion
K13	Client care principles and practices.	Practical assessment
K14	How to actively promote and respect equality, diversity and inclusivity (confidentiality, discretion, welfare, limitations).	Professional discussion
K15	Awareness of the mental health and wellbeing of self and clients.	Professional discussion

Ref.	Knowledge and understanding Core: All apprentices must complete	Assessment Method
K16	Principles of teamwork.	Professional discussion
K17	The types of advice and guidance that should be provided prior, during and post service.	Practical assessment
K18	How to recognise a contra-indication that would prevent the service and a limiting factor that would restrict a service, the implications on barbering services and when to refer to a general practitioner and/or trichologist.	Practical assessment
K19	How to complete client consultation and record relevant information relating to hair, skin and scalp analysis, hair and skin classification type, characteristics tests.	Practical assessment
K20	Barbering science for hair and skin (e.g. the basic structure of hair and skin, the growth cycle of hair Anagen, Catagen and Telogen).	Knowledge test
K21	Client preparation requirements for barbering services.	Practical assessment
K22	The science behind shampoo, tonics, and conditioning products.	Knowledge test
K23	How to shampoo, treat and condition the hair and scalp safely.	Knowledge test
K24	The cutting methodology, techniques, tools and equipment required to create a range of barbering looks, different effects, distribution of weight, balance and shape to create precision and personalised looks.	Practical assessment
K25	The techniques and methodology behind creating basic outlines and detailing in hair.	Practical assessment
K26	The techniques and methodology behind designing and creating a range of facial hair shapes, tapered beard lines, beard outlines and moustaches.	Practical assessment
K27	The techniques and methodology behind preparing for and carrying out different shaving services.	Practical assessment
K28	The methods, benefits and effects of facial massage.	Practical assessment
K29	The effects of close clipping and shaving on the hair and skin (e.g. cool, heat, sensation, reaction, immediate and long term effects).	Knowledge test
K30	The science behind drying and finishing hair.	Knowledge test

Ref.	Knowledge and understanding Core: All apprentices must complete	Assessment Method
K31	The techniques and methodology behind drying, styling and finishing hair using barbering techniques.	Practical assessment
K32	Complementary male grooming services, their benefits and drawbacks.	Professional discussion
K33	Evaluation techniques.	Practical assessment

Ref.	Skills Core: All apprentices must complete	Assessment Method
S1	Apply safe, hygienic and effective methods of working and infection control.	Practical assessment
S2	Identify and report problems which cannot be dealt with to the relevant person(s).	Professional discussion
S3	Use working methods that promote environmental and sustainable working practices.	Practical assessment
S4	Carry out front of house duties to support the barbershop business.	Professional discussion
S5	Promote yourself, your organisation, products and services via a variety of social channels.	Professional discussion
S6	Complete and maintain client records in accordance with legal and organisational requirements.	Practical assessment
S7	Use communication and etiquette that suits and is appropriate to the barbershop image and style.	Practical assessment
S8	Maintain the client's privacy, comfort and welfare during a barbering service.	Practical assessment
S9	Work as part of a team to support the barbershop.	Professional discussion
S10	Advise clients (new and regular) pre, during and after service on the services, products available and maintenance.	Practical assessment
S11	Use a range of products, tools and equipment, adhering to legal and organisational requirements for safe use and storage.	Practical assessment

Ref.	Skills Core: All apprentices must complete	Assessment Method
S12	Identify contraindications or limiting factors that are likely to affect or influence the service using observation and appropriate questioning techniques.	Practical assessment
S13	Carry out a consultation, examine and analyse the hair, skin and scalp.	Practical assessment
S14	Prepare the hair for barbering services.	Practical assessment
S15	Cut hair using a range of barbering cutting techniques, to create a variety of looks, taking account of factors influencing the service and the steps required to achieve the desired look.	Practical assessment
S16	Restyle hair by changing the length, bulk or shape to achieve a significant/clear different style.	Practical assessment
S17	Create basic outlines and detailing in hair.	Practical assessment
S18	Design, create and maintain a variety of facial hair shapes and looks.	Practical assessment
S19	Style and finish hair to create a variety of barbering looks.	Practical assessment
S20	Provide shaving and facial massage services safely.	Practical assessment
S21	Evaluate the results of the service.	Practical assessment

Ref.	Behaviours Core: All apprentices must complete	Assessment Method
B1	Demonstrates good verbal and non-verbal communication skills.	Practical assessment
B2	Demonstrates professionalism and a passion for the industry: a commitment to quality and continuous improvement, a positive attitude and team working, working under pressure, observing time management and self-management.	Professional discussion
B3	Facilitates safe working practices, ensures safety of self and others and challenges safety issues.	Practical assessment

Ref.	Behaviours Core: All apprentices must complete	Assessment Method
B4	Maintains professional ethics: integrity, respect, empathy, client confidence, confidentiality and discretion.	Practical assessment

Grades & Grading Descriptors

Knowledge test

KSBs	Fail	Pass
K1 K3 K4 K5 K6 K20 K22 K23 K29 K30	Does not meet the pass criteria.	Achieves a score of between 15 and 20 marks available.

Practical assessment

Fail: Apprentice does not meet Pass criteria

Pass: Apprentices must demonstrate all the Pass descriptors

Distinction: Apprentices must demonstrate all the Pass descriptors and all of the Distinction descriptors

Theme KSBs	Pass	Distinction
Ways of working - Legal, organisational and health and safety K2 K7 K10 S1 S3 S11 B3 B4	Apply safe, hygienic, and effective methods of working and infection control, complying with relevant professional and legal obligations in the use of products, tools, equipment, and materials, whilst being flexible and professional to meet changing demands. (K2, K7, S1, S11, B3, B4)	Work confidently, and in an organised manner and is proactive in their approach to safe, hygienic, and effective methods of working and infection control, whilst being flexible to changing demands and adopting a different way of working to reflect these. (K2, S1, B3)
		Continually manage and use time and resources (products, tools, materials, and equipment) effectively and demonstrates a constant attention to detail. (K7, S11, B4)

Theme KSBs	Pass	Distinction
	<p>Demonstrate working methods that support and promote environmental and sustainable working practices during the service. (K10, S3)</p>	<p>Consistently use products and resources efficiently and economically throughout the service which demonstrates effective environmental and sustainable working practices. (K10, S3)</p>
<p>Ways of working - client care / customer service K13 K17 K18 K19 K33 S6 S7 S8 S10 S12 S13 S21 B1</p>	<p>Provide correct advice and client care throughout the services and communicate with correct etiquette whilst maintaining the client's privacy, comfort and welfare. (K13, K17, S7, S8, S10, B1)</p> <p>Examine, analyse and record the hair, skin and scalp consultation, recognising contraindications and limiting factors that would restrict the service. (K18, K19, S12, S13)</p> <p>Evaluate the results of the service and record the outcomes in accordance with legal and organisational requirements. (K33, S6, S21)</p>	<p>Communicate in a respectful considered manner, demonstrating professionalism, empathy and confidence, clients are consistently fully informed with explanations or justifications for any recommendations, the response are intuitive, showing tact and diplomacy, respecting individual client characteristics, in a timely manner, throughout the service. (K13, K17, S6, S7, S10, B1)</p>
<p>Barbering technical - Cutting and finishing hair K21 K24 K25 K26 K31 S14 S15 S16 S17 S18 S19</p>	<p>Prepare the hair following correct methodology for barbering services. (K21, S14)</p> <p>Apply and follow correct methodologies with precision throughout the haircut, personalising where required, whilst considering the hair characteristics weight distribution, balance and natural growth patterns, using correct moisture,</p>	<p>N/A</p> <p>Use a creative approach by combining and adapting a range of technical skills and cutting techniques, throughout the service, which maximised the style potential, showing specific attention to precision and detail that takes into account the hair characteristics to enhance and personalise the look. (K24, S15)</p>

Theme KSBs	Pass	Distinction
	tension, cutting angles and cutting techniques to achieve the desired look. (K24, S15)	
	Restyle the hair using a range of cutting techniques to change the length, bulk or shape to achieve a significant/clear different style. (S16)	Use a creative approach to restyle the hair by combining and adapting a range of technical skills and cutting techniques, changing the length, bulk or shape to achieve a significant/clear different style, showing specific attention to precision and detail, that take into account the hair characteristics to enhance and personalised the look. (S16)
	Incorporate basic outlines and detailing into a haircut in line with client requirements. (K25, S17)	Outlines and detailing created demonstrated specific attention to precision and detail, that takes into account the hair characteristics to enhance and personalise the look. (K25, S17)
	Create a facial hair design shape, using correct techniques and methodologies, whilst considering accurate distribution of weight, balance and shape. (K24, K26, S18)	The facial hair shape created demonstrated specific attention to precision and detail, that takes into account the hair characteristics to enhance and personalise the look. (K24, K26, S18)
	Apply and follow correct methodologies and techniques throughout the drying, styling and finishing process, which met the intended balance, volume and shape. (K31, S19)	Use a creative approach by combining and adapting a range of styling and finishing techniques, products tools and equipment throughout the service, which maximised the style potential, showing specific attention to precision and detail, that takes into account the hair characteristics to enhance and personalise the look. (K31, S19)
Barbering technical - Shaving	Apply and follow correct methodologies and techniques throughout the preparation, shaving and	Demonstrate specific attention to detail in the client's preparation, product skin care application, skin control, tension, massage techniques completed and finishing

Theme KSBs	Pass	Distinction
K27 K28 S20	massage, ensuring appropriate skin control and tension throughout to achieve the desired finish. (K27, K28, S20)	services, that takes into account the hair and skin characteristics. (K27, K28, S20)

Professional discussion underpinned by a portfolio of evidence

Fail: Apprentice does not meet Pass criteria

Pass: Apprentices must demonstrate all the Pass descriptors

Distinction: Apprentices must demonstrate all the Pass descriptors and all of the Distinction descriptors

Theme KSBs	Pass	Distinction
Ways of working - Front of house K11 K16 K32 S2 S4 S9	Describe the function of front of house duties, wider barbershop duties, how and when and who to report problems to and the principles of teamwork, in supporting the barbershop. (K11, K16, S2, S4, S9)	Explain how they carry out front of house and wider salon duties to support and enhance the operation and development of the salon, with clear rationales for specific approaches and evidence-based examples of their effectiveness. Justify how they work effectively as part of a team, manage, resolve, and escalate problems, and support a positive working culture within their barbershop. (K11, K16, S2, S4, S9)
	Outline the benefits and drawbacks of complementary male grooming services. (K32)	Explain a wide range of complementary male grooming services, evaluates the benefits and drawbacks, and contributes own opinion and perspective. (K32)
Ways of working - client care / customer service K14 K15	Describe ways of promoting equality, diversity and inclusivity (confidentiality, discretion, welfare, limitations) in a barbershop. (K14)	Justify and provide examples of opportunities to promote or champion equality, diversity and inclusivity (confidentiality, discretion, welfare, limitations) within their role or in the workplace. (K14)

Theme KSBs	Pass	Distinction
	<p>Describe ways of supporting mental health and wellbeing of self and client.</p> <p>(K15)</p>	<p>Justify and provide examples of opportunities to promote initiatives to raise awareness of mental health and wellbeing of self and client.</p> <p>(K15)</p>
<p>The Barbering industry</p> <p>K8 K9 K12 S5 B2</p>	<p>Describe the history and origin of barbering, how culture impacts the type of barbershop.</p> <p>(K9)</p>	<p>Provide a detailed explanation of the history and origin of barbering, providing examples and justification of how culture impacts the type of barbershop.</p> <p>(K9)</p>
	<p>Explain why continuous improvement, a positive attitude and team working, work under pressure, time and self-management barbering values, industry codes of conduct, best practice and ethics which contribute to barbering professionalism and a passion for the industry.</p> <p>(K8, B2)</p>	<p>Provides a detailed evaluation of the barbering industry codes of conduct and values, supported by clear evidence.</p> <p>(K8)</p> <p>Justify the rationale behind the importance of quality and continuous improvement of professional practice whilst demonstrating a clear passion for the industry.</p> <p>(B2)</p>
	<p>Explain how the barbershop can be promoted using digital technology and social media, including the various benefits and potential drawbacks of promoting themselves, the barbershop, relevant products, and services on social media channels.</p> <p>(K12, S5)</p>	<p>Evaluate the benefits and drawbacks of using social media to promote self, organisation, products and services, provides a detailed rationale, with examples of ways social media channels can be used to promote the barbershop.</p> <p>(K12, S5)</p>

3. Gateway

The EPA period will only start when the **employer** is satisfied that the apprentice is consistently working at, or above the level of, the Standard. The apprentice must be able to evidence that they fully demonstrate the Occupational Standard and required level of professional competence in an authentic workplace context. In making this decision, the employer could take advice from the provider, but the ultimate decision is made solely by the employer.



If there is a **provider** working alongside the employer, they should support the apprentice's preparation for Gateway.

The apprentice must provide the following at Gateway:

- Evidence of achievement of English and mathematics qualifications in line with the apprenticeship funding rules
- For the Professional discussion underpinned by a portfolio of evidence, a completed portfolio of evidence, along with a signed Declaration of Authenticity.
- Evidence of achievement of one of the following qualifications:
 - City & Guilds Level 2 Diploma for Hair Professionals - Barbering (7002) 603/1380/8
 - TQUK Level 2 Diploma for Hair Professionals (Barbering) (RQF) 603/3102/1
 - VTCT Level 2 Diploma for Hair Professionals (Barbering) 603/1324/9

The following should be completed on the EPA Pro platform:

- Gateway Declaration Form signed by the apprentice
- Gateway Declaration by the provider, on behalf of the employer and tutor – confirming that the apprentice has completed at least 12 months on-programme.

City & Guilds will confirm when all the Gateway requirements have been met.

The Assessment Instructions sections provide detail about the evidence which must be submitted at Gateway.

4. Timetable for End-point Assessment

The EPA period is typically completed within 3 months of the EPA Gateway, starting when City & Guilds has confirmed that all Gateway requirements have been met.

Further information about the booking process and timelines can be found in the [City & Guilds Manual for the End-point Assessment Service](#).

Planning meetings are usually only provided for Standards where they are required by the Assessment Plan; this Assessment Plan does not require a planning meeting. The EPA Partnership Managers can provide additional guidance.

On-going during on-programme	Evidence & Forms
<p>Provider & Employer</p> <ul style="list-style-type: none"> • Reviews progress as part of their regular performance management process and ensures apprentice’s performance is on track • Identifies any gaps and creates a plan with the apprentice • Enrols apprentice on EPA Pro and provides ‘Expected Date Ready for EPA’ 	<p>N/A</p>
<p>Apprentice</p> <ul style="list-style-type: none"> • Completes the English and Maths components of the apprenticeship • Produces sufficient evidence in the form of a Portfolio of evidence to allow them to consistently demonstrate knowledge, skills and behaviours as described in the Standard • Achieves one of the following required qualifications: <ul style="list-style-type: none"> - City & Guilds Level 2 Diploma for Hair Professionals - Barbering 603/1380/8 - TQUK Level 2 Diploma for Hair Professionals (Barbering) (RQF) 603/3102/1 - VTCT Level 2 Diploma for Hair Professionals (Barbering) 603/1324/9 	<p>Starts to collate:</p> <ul style="list-style-type: none"> • Portfolio of evidence

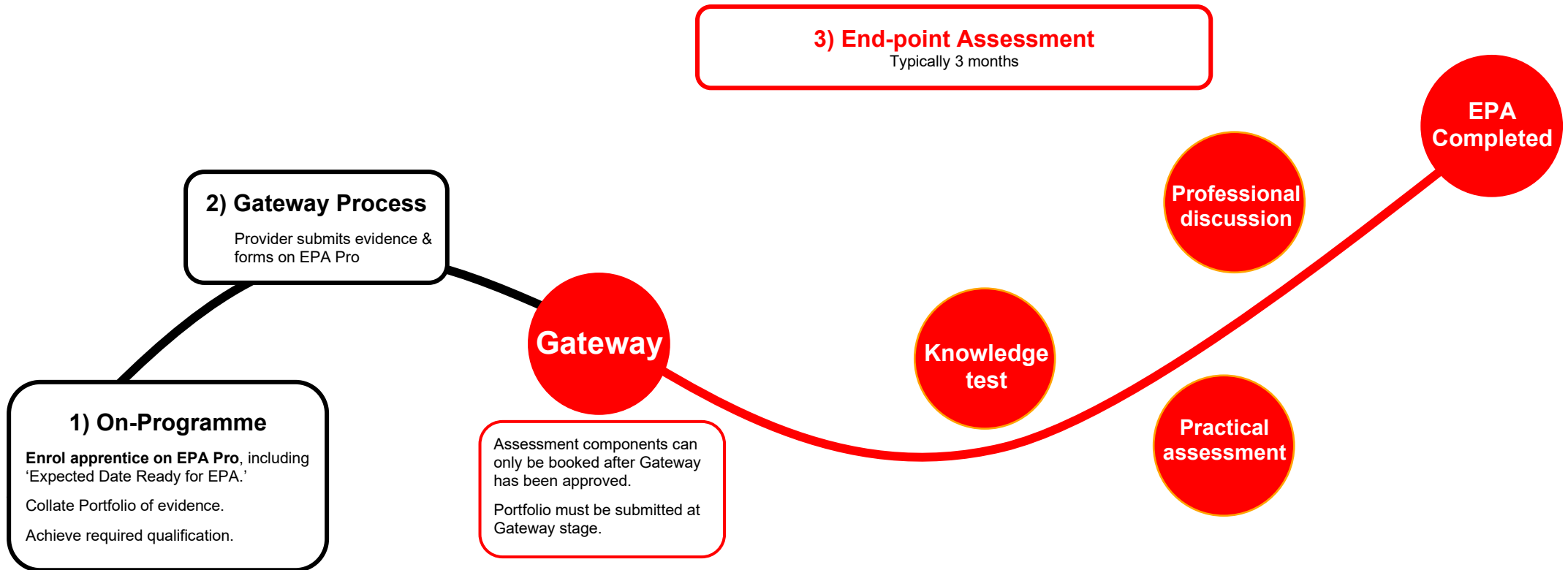
Gateway Process	Evidence & Forms
<p>Employer</p> <ul style="list-style-type: none"> • Reviews progress and ensures the apprentice is ready for EPA • Reviews portfolio of evidence to confirm that it is appropriate and sufficient to meet the Standard 	<p>Signs:</p> <ul style="list-style-type: none"> • Portfolio declaration of authenticity
<p>Apprentice</p> <ul style="list-style-type: none"> • Must have been on programme for a minimum of 12 months and one day • Completes and submits evidence and forms 	<p>Submits to provider:</p> <ul style="list-style-type: none"> • Apprentice Gateway Declaration on EPA Pro • Portfolio of evidence • Portfolio declaration of authenticity and mapping
<p>Provider – on EPA Pro</p> <ul style="list-style-type: none"> • Books EPA on the EPA Pro portal, in line with City & Guilds booking timelines in the EPA Manual • Makes City & Guilds aware of any additional needs of the apprentice so that they can review reasonable adjustments – see the current policy on the City & Guilds website, under EPA Documents Library • Completes Provider Gateway Declaration on behalf of the employer and tutor • Uploads evidence and forms onto EPA Pro 	<p>Completes on EPA Pro:</p> <ul style="list-style-type: none"> • Provider Gateway Declaration <p>Signs:</p> <ul style="list-style-type: none"> • Portfolio declaration of authenticity and mapping <p>Uploads onto EPA Pro:</p> <ul style="list-style-type: none"> • Apprentice Gateway Declaration • Completed Portfolio • Portfolio declaration of authenticity and mapping
<p>City & Guilds EPA Gateway Team</p> <ul style="list-style-type: none"> • Formally confirms when all the Gateway requirements have been met 	<p>N/A</p>
<p>City & Guilds EPA Team</p> <ul style="list-style-type: none"> • Agrees with the provider/employer and IEPA a mutually convenient date for the EPA Events. The apprentice must have 14 days' notice of the Practical assessment date and the Professional discussion date. 	<p>N/A</p>

End-point Assessment	Evidence & Forms
<p>Apprentice</p> <ul style="list-style-type: none"> • Completes End-point Assessments, in any order 	N/A
<p>Employer</p> <ul style="list-style-type: none"> • Ensures the apprentice has access to the resources required for the assessments (see the Resources section) 	N/A
<p>IEPA</p> <ul style="list-style-type: none"> • Reviews Portfolio of evidence prior to EPA events • Prepares any additional questions for the Practical assessment and the Professional discussion, referring to the question bank guidance in the IEPA Pack. • Carries out End-point Assessments • Grades each assessment, completing all recording forms and feedback forms, and communicates the results to the LIEPA • Provides feedback for assessments in EPA Pro • Uploads all documentation to EPA Pro and awards grading 	<p>Completes:</p> <ul style="list-style-type: none"> • Practical assessment Recording form • Professional discussion Recording form • Feedback form
<p>LIEPA</p> <ul style="list-style-type: none"> • Samples and quality assures assessments • Confirms overall grade to EPA Team and publishes the result 	<p>Reviews:</p> <ul style="list-style-type: none"> • Practical assessment Recording form • Professional discussion Recording form • Feedback form
<p>City & Guilds EPA Team</p> <ul style="list-style-type: none"> • Communicates the result to the Provider via EPA Pro • Processes the overall result if the apprentice has passed all the assessments and advises IfATE who issue the certificate directly to the employer. The data will be provided to IfATE once a month, on the fourth working day of the month 	N/A

Summary Timescales

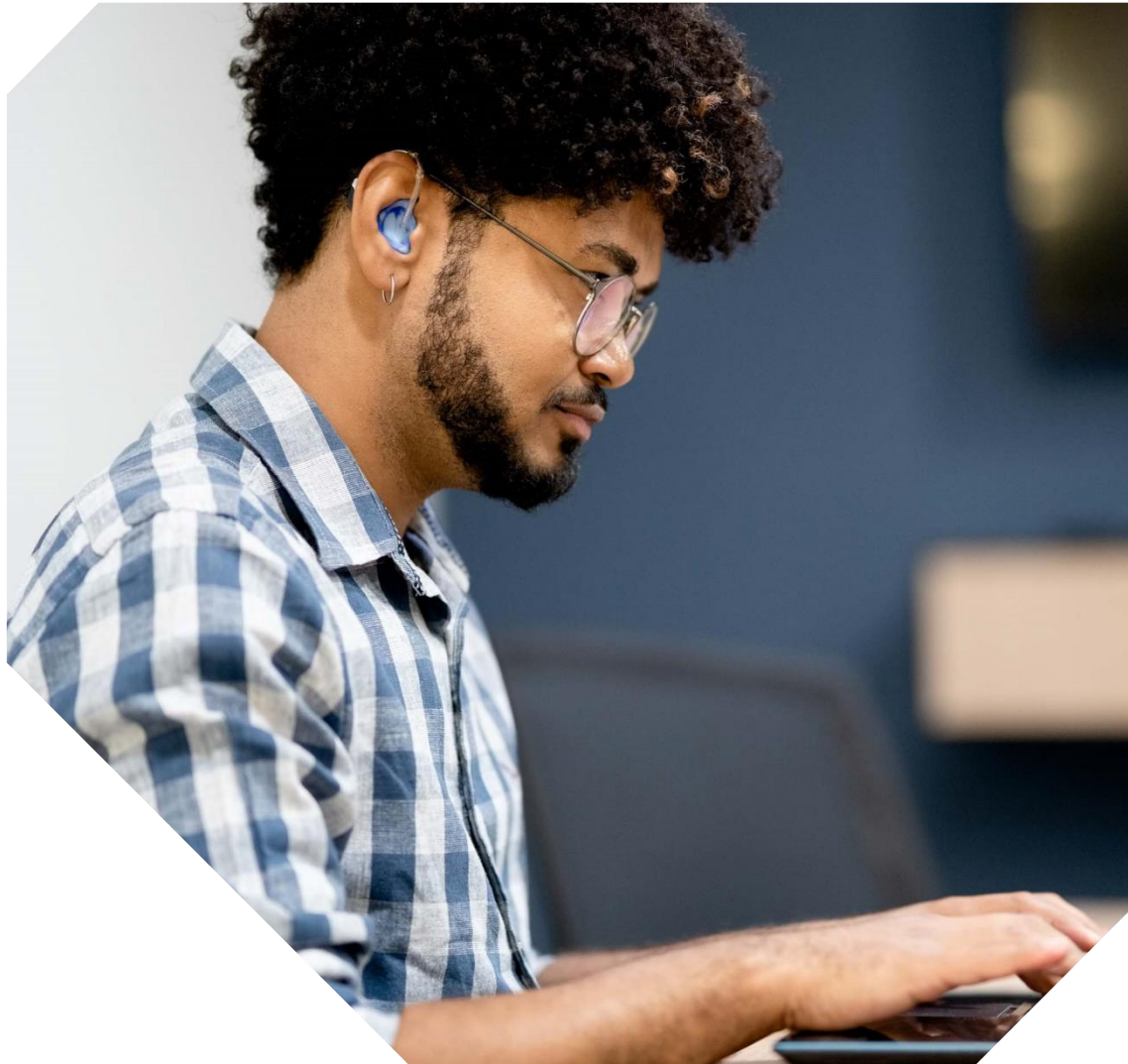
Readers should check the above Timetable and the Assessment Instruction sections of this document for the detailed requirements for each stage.

Further information on EPA Service Timelines can be found on www.cityandguilds.com



5. End-Point Assessment Resources

Assessment Method	Resources Required
Knowledge test	IT systems set up to receive e-volve tests.
	An invigilator.
	A quiet room with adequate lighting, space and privacy. It must be away from the pressures of work activities, in a controlled environment.
Practical assessment	Normal barbershop working environment reflecting typical working conditions. There must be the opportunity for the apprentice to demonstrate the requirements of the assessment as described in section '7. Assessment Instructions: 700 Practical assessment'.
	The apprentice will need a barbering chair, as well as combs, brushes, scissors, clippers, clipper attachments, trimmers, razors and other consumables. These must be current and available for use, familiar to the apprentice and in good working order.
	The environment should include sufficient space for the City & Guilds IEPA to observe, take notes and photographs.
Professional discussion underpinned by a portfolio of evidence	A nominated centre contact for emergencies.
	Internet access and suitable equipment as outlined in Remote Assessment section of the Manual for the End Point Assessment Service.
	Access to water and cups.
	Seating area or room for any other apprentices to wait (if appropriate).



6. Assessment Instructions: 200 Knowledge test

Assessment Specification

KSB	KSB statement	Questions	%
K1	Legal, organisational and health and safety requirements relevant to barbering businesses.	2	10%
K3	The types of incidents, problems and accidents that can occur in a barbershop, the actions to take and your responsibilities for reporting.	2	10%
K4	How to complete and implement a health and safety risk assessment.	1	5%
K5	Work related injury and ill health associated with barbering (e.g. physical injuries, posture, disorders, disease, viruses, blood, contact or airborne, dermatitis).	2	10%

KSB	KSB statement	Questions	%
K6	Employment rights and responsibilities.	1	5%
K20	Barbering science for hair and skin (e.g. the basic structure of hair and skin, the growth cycle of hair Anagen, Catagen and Telogen).	3	15%
K22	The science behind shampoo, tonics, and conditioning products.	2	10%
K23	How to shampoo, treat and condition the hair and scalp safely.	2	10%
K29	The effects of close clipping and shaving on the hair and skin (e.g. cool, heat, sensation, reaction, immediate and long term effects).	3	15%
K30	The science behind drying and finishing hair.	2	10%
	Total	20	100%

Key information

Number of questions	20
Marks available	20
Grading	P/X To achieve a Pass the apprentice must achieve a minimum of 15 marks (75%).
Type of questions	Multiple choice
Time allowed	30 minutes
Marking	The test will be carried out online and marked electronically

The knowledge test will assess the apprentice's underpinning knowledge that may not be naturally occurring in other assessment methods. This method confirms competency against health and safety requirements which is essential to this occupation.

The multiple choice test will usually be computer based and taken online; a paper-based version will be available if required.

The multiple choice knowledge test will assess the apprentice's recall of relevant knowledge content. It will also assess their ability to apply their knowledge in a given context or scenario.

On completion of an online test, a score report is produced. This report will indicate whether the apprentice has passed or failed, the overall percentage achieved for the test and details of the apprentice performance against each specified knowledge area. This more detailed breakdown can be used to identify areas of knowledge that candidates have not yet achieved, and may need further learning before another attempt is made.

For each knowledge area the score report displays the percentage that the apprentice has achieved for that area; in some cases there may be more than one question for each knowledge area. If the score report displays 100%, this identifies that the candidate has answered all questions correctly for that knowledge area; if the apprentice has answered some of the questions on that knowledge area correctly this will be displayed as a weighted proportion (eg 50%).

Administration

The test will consist of **20 multiple choice questions**. The questions will relate to the underpinning knowledge and will be varied. The multiple choice questions will have four options of which one will be correct. A correct response will be assigned one mark. Any incorrect or missing answers will be assigned zero marks.

The apprentice will have a maximum of **30 minutes** to complete the multiple choice test (unless City & Guilds accepts special arrangements for that apprentice based, for example, on an official education or health plan).

The multiple choice test is closed book, i.e. the apprentice cannot refer to reference books or materials, but will be allowed the use of a calculator to conduct any calculations.

The apprentice must take the multiple choice test in a suitably controlled environment, that is quiet space, free of distractions and influence, and must be taken in the presence of an invigilator. Multiple choice tests may be taken in person or remotely.

There must be no more than 15 apprentices to a single invigilator if in person: or one-to-five if remote. City & Guilds will ensure appropriate methods to prevent misrepresentation, for example, screen share and 360-degree camera function with an administrator / invigilator where the test is taken remotely.

City & Guilds will verify the suitability of the venue for taking the test and the identity of the person taking the test.

It is expected that City & Guilds will use the apprentice's employer's or training provider's premises for the knowledge test to minimise costs however, other venues may be sourced if necessary.

Employers and/or training providers should prepare their apprentice(s) for the knowledge test by carrying out formative assessment throughout the on-programme training. This could include:

- sharing the 9037-200 assessment specification as well as the **End-point Assessment Handbook**
- supporting the apprentice to sit the City & Guilds 9037-200 sample test under invigilated conditions.

Apprentice Instructions – 200 Knowledge test

The knowledge test will assess your underpinning knowledge that may not be naturally occurring in other assessment methods. This method confirms competency against health and safety requirements which is essential to this occupation.

The multiple choice test will usually be computer based and taken online; a paper-based version will be available if required.

The test will consist of **20 multiple choice questions**. The questions will relate to the underpinning knowledge and will be varied. The multiple choice questions will have four options of which one will be correct. A correct response will be assigned one mark. Any incorrect or missing answers will be assigned zero marks.

You will have a maximum of **30 minutes** to complete the multiple choice test (unless City & Guilds accepts special arrangements based, for example, on an official education or health plan).

The multiple choice test is closed book, i.e. you cannot refer to reference books or materials, but you can use a calculator to conduct any calculations.

You will take the multiple choice test in a suitably controlled environment, that is quiet space, free of distractions and influence, in the presence of an invigilator who is the responsibility of City & Guilds.

Grading

The multiple choice test will be graded Fail or Pass.

Grade	Marks	%
Fail	0-14	-
Pass	15-20	75%



7. Assessment Instructions: 700 Practical assessment

Assessment Specification

Description	Coverage	KSBs	Grade
Practical assessment	Ways of working - Legal, organisational and health and safety	K2 K7 K10 S1 S3 S11 B3 B4	X/P/D
	Ways of working - client care / customer service	K13 K17 K18 K19 K33 S6 S7 S8 S10 S12 S13 S21 B1	
	Barbering technical - Cutting and finishing hair	K21 K24 K25 K26 K31	

Description	Coverage	KSBs	Grade
		S14 S15 S16 S17 S18 S19	
	Barbering technical - Shaving	K27 K28 S20	

Overview

In the Practical assessment, the Independent End-point Assessor (IEPA) will observe the apprentice undertaking work as part of their normal duties in the workplace and asking questions. This allows the apprentice to demonstrate the KSBs mapped to this assessment method.

This assessment method is being used because:

- the occupation involves practical activity best assessed through practical assessment
- this is a practical role, best demonstrated through completing tasks on clients in a realistic commercial salon conditions
- questioning allows for the assessment of the breadth and depth of underpinning knowledge against the grading descriptors, which may not naturally occur as part of the assessment
- this is a holistic assessment of the KSB, on live clients, with differing requirements, hair classifications and characteristics.

Provider & Employer Instructions

Timings

The Practical assessment must take a total of **3 hours and 15 minutes**. The IEPA has the discretion to increase the duration by up to **10% (20 minutes)** to allow the apprentice to respond to a question.

Assessment location

The Practical assessment will take place in a real work or a barbershop environment, such as the provider's or employer's premises. The environment must relate to the apprentice's natural work environment and must conform to current health and safety legislation and local bylaws and legislation. The range of services, professional products, tools, materials and equipment (barbering chair, shampooing area) must be current and available for use, and be familiar to the apprentice and be in good working order.

The location, tools, products and equipment must meet the requirements of a real work environment and must be agreed by all stakeholders.

Delivery

The Practical assessment must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

The IEPA will conduct and assess the Practical assessment using holistic assessment of the KSBs. The IEPA must observe the apprentice working on at least 2 clients during the Practical assessment.

The IEPA must only observe five apprentices at a time to ensure quality and rigour. They will be as unobtrusive as possible.

The IEPA will explain to the apprentice the format and timescales of the Practical assessment before it starts. This does not count towards the assessment time. The Practical assessment cannot be split, other than for comfort breaks or to allow apprentices to move from one location to another. Where breaks occur, they will not count towards the total EPA time.

Centre contact

The centre/Employer where the Practical assessment will take place must provide a designated person to be available throughout the day to ensure the smooth running of the EPA. This centre contact cannot be the assessor or anyone else that has been involved with the apprentice's training and/or assessment.

What must be observed

The IEPA must observe the following during the Practical assessment. Any form of simulation is not permitted during the Practical assessment.

The Practical assessment can be completed on **any hair classification**.

During the Practical assessment the apprentice will be assessed on the following when performing services on at least **2 different clients**.

Theme: Ways of working - legal, organisational and health and safety

- follow all health and safety legislation
- follow environmental and sustainable working practices

Theme: Ways of working - client care - customer service

- a consultation for one of the services, taking into account the client's wishes, influencing factors, hair classification and characteristics
- an evaluation of one of the services
- provide aftercare advice following one of the services

Theme: Barbering technical - Cutting and finishing hair (two clients)

The services to be performed are detailed below:

Cut, and restyle hair using a range of barbering techniques to create two looks:

- cut and finish the hair
- restyle the hair changing the length, bulk or shape, to achieve a significant/clear different style
- create two different neckline shapes
- create two different outline shapes

Use all the tools and equipment for cutting:

- scissors
- clippers

- clipper attachments
- trimmers
- razors

Cutting must occur on both wet and dry hair

Use a minimum of 9 cutting techniques (excluding eyebrow trim):

- scissor over comb
- clipper over comb
- texturising
- freehand
- razor cutting
- tapering
- graduating
- layering
- fading
- disconnecting

Create two facial hair shapes:

- full beard and moustache
- a partial beard including moustache

Theme: Barbering technical - Shaving

- a full-face shave, facial massage and finishing product

The IEPA will ask **a minimum of 3 questions**, in order to further clarify any elements of a KSB, so as to allow the candidate to demonstrate their full comprehension of the theme being performed. Questioning will occur during the Practical assessment. The time for questions asked during the Practical assessment is included in the overall assessment time.

Capturing evidence

The City & Guilds IEPA will need to take digital photographs of the clients showcasing the apprentice's work.

Grading

The Practical assessment will be graded Fail, Pass or Distinction. The IEPA is fully responsible for making the grading decision. The results will not be shared with the apprentice on the day of the assessment.

Apprentice Instructions – 700 Practical assessment

Task

The Independent End-point Assessor will observe you performing your normal duties for **3 hours and 15 minutes** and will also ask you questions relevant to the Knowledge, Skills and Behaviours (KSBs) for this assessment.

The Practical assessment may not be split, other than to allow comfort breaks as necessary or for you to move from one location to another as required. Where breaks occur, they will not count towards the total assessment time.

Assessment location

The Practical assessment will take place in a real work or a barbershop environment, such as the provider's or employer's premises. The environment will relate to your natural work environment and must conform to current health and safety legislation and local bylaws and legislation.

What must be observed

You must demonstrate the following during the Practical assessment. Any form of simulation is not permitted during the Practical assessment.

The Practical assessment can be completed on **any hair classification**.

During the Practical assessment you will be assessed on the following when performing services on at least **2 different clients**.

Theme: Ways of working - legal, organisational and health and safety

- follow all health and safety legislation
- follow environmental and sustainable working practices

Theme: Ways of working - client care - customer service

- a consultation for one of the services, taking into account the client's wishes, influencing factors, hair classification and characteristics
- an evaluation of one of the services
- provide aftercare advice following one of the services

Theme: Barbering technical - Cutting and finishing hair (two clients)

The services to be performed are detailed below:

Cut, and restyle hair using a range of barbering techniques to create two looks:

- cut and finish the hair
- restyle the hair changing the length, bulk or shape, to achieve a significant/clear different style
- create two different neckline shapes
- create two different outline shapes

Use all the tools and equipment for cutting:

- scissors
- clippers
- clipper attachments
- trimmers
- razors

Cutting must occur on both wet and dry hair

Use a minimum of 9 cutting techniques (excluding eyebrow trim):

- scissor over comb
- clipper over comb
- texturising
- freehand
- razor cutting
- tapering
- graduating
- layering
- fading
- disconnecting

Create two facial hair shapes:

- full beard and moustache
- a partial beard including moustache

Theme: Barbering technical - Shaving

- a full-face shave, facial massage and finishing product

The IEPA will also ask you **a minimum of 3 questions**, in order to further clarify any elements of a KSB, so as to allow you to demonstrate their full comprehension of the theme being performed. Questioning will occur during the Practical assessment. The time for questions asked during the Practical assessment is included in the overall assessment time.

Capturing evidence

The City & Guilds IEPA will take digital photographs of the clients you work on, to capture your work.

Grading

The Practical assessment will be graded Fail, Pass or Distinction. The Independent End-point Assessor is fully responsible for making the grading decision. The results will not be shared with you on the day of the assessment.



8. Assessment Instructions: 701 Professional discussion underpinned by a portfolio of evidence

Assessment Specification

Description	Coverage	KSBs	Grade
Professional discussion underpinned by a portfolio of evidence	Ways of working - Front of house	K11 K16 K32 S2 S4 S9	X/P/D
	Ways of working - client care / customer service	K14 K15	
	The Barbering industry	K8 K9 K12 S5 B2	

Overview

In the Professional discussion, the IEPA and the apprentice have a formal two-way conversation.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence. It gives the apprentice the opportunity to demonstrate their competency across the KSBs mapped to this EPA method.

The Professional discussion will be conducted remotely.

As clear and effective communication is a fundamental part of barbering services, as well as being competent in their practical skills, a barbering professional must be able to hold a conversation and demonstrate they can convey their opinion and knowledge on a number of subjects. The Professional discussion will enable the IEPA to assess how confidently the apprentice articulates the KSB covered. The grading criteria has been written to ensure the IEPA can clearly distinguish the level of communication and understanding of the apprentice.

Provider & Employer Instructions

Delivery

The IEPA will conduct and assess the Professional discussion. The Professional discussion will last for **45 minutes** and will have a **minimum of 10 questions**.

The purpose of the questions will be to draw out contextualised examples, further clarify skills demonstrated in the portfolio of evidence or be used to ask scenario-based questions.

The Professional discussion will take place remotely.

Portfolio of evidence

Apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship, which must be submitted to City & Guilds at the Gateway stage. It must contain evidence related to the KSBs that will be assessed by the Professional discussion. Apprentices must complete the relevant Recording forms, to map the pieces of evidence against the required KSBs and to ensure all required evidence is included in the portfolio.

The portfolio of evidence will typically contain **10** discrete pieces of evidence. A piece of evidence may be used to demonstrate **more than one KSB**.

Evidence sources may include:

- workplace documentation/records, for example workplace policies/procedures
- witness statements
- annotated photographs
- video clips (maximum total duration 10 minutes); the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources are possible.

It should not include reflective accounts or any methods of self-assessment.

Any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions.

The evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a Declaration of authenticity from the employer and apprentice confirming this.

The portfolio of evidence will not be directly assessed, but a poorly compiled portfolio will hamper the apprentice's ability to achieve the criteria for this assessment. When the IEPA receives the portfolio prior to the Professional discussion, they will briefly review it and may return it if it does not meet the requirements.

Grading

The Professional discussion will be graded Fail, Pass or Distinction. The IEPA is fully responsible for making the grading decision. The results will not be shared with the apprentice on the day of the assessment.

Apprentice Instructions - 701 Professional discussion underpinned by a portfolio of evidence

Task

The Independent End-point Assessor (IEPA) will have a professional discussion with you. The discussion will last for **45 minutes** and will have a **minimum of 10 questions**.

The purpose of the questions will be to draw out contextualised examples, further clarify skills demonstrated in your portfolio of evidence or be used to ask scenario-based questions.

The Professional discussion will take place remotely.

Portfolio of evidence

You must compile a portfolio of evidence during the on-programme period of the apprenticeship, which will be submitted to City & Guilds at the Gateway stage. It must contain evidence related to the KSBs that will be assessed by the Professional discussion. You must complete the relevant Recording forms, to map the pieces of evidence against the required KSBs and to ensure all required evidence is included in the portfolio.

The portfolio of evidence should typically contain **10** discrete pieces of evidence. A piece of evidence may be used to demonstrate **more than one KSB**.

Evidence sources may include:

- workplace documentation/records, for example workplace policies/procedures
- witness statements
- annotated photographs
- video clips (maximum total duration 10 minutes); you must be in view and identifiable

This is not a definitive list; other evidence sources are possible.

It should not include reflective accounts or any methods of self-assessment.

Any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions.

The evidence provided must be valid and attributable to you; the portfolio of evidence must contain a Declaration of authenticity from the employer and yourself confirming this.

The portfolio of evidence will not be directly assessed, but a poorly compiled portfolio will hamper your ability to achieve the criteria for this assessment.

Grading

The Professional discussion will be graded Fail, Pass or Distinction. The IEPA is fully responsible for making the grading decision. The results will not be shared with you on the day of the assessment.

Recording forms

Recording form	Purpose	Where it can be found	Who should complete
9037-701 Professional discussion – Witness statement form	To provide a template for a witness statement, if an apprentice wishes to include a witness statement as evidence in their portfolio.	9037-12 Recording forms for Providers and Employers	Provider / Employer
9037-701 Professional discussion – Portfolio declaration of authenticity and mapping	To confirm the authenticity of the portfolio contents, as well as to map the evidence in the portfolio against the relevant Knowledge, Skills and Behaviours assessed by the Professional discussion.	9037-12 Recording forms for Providers and Employers	Apprentice / Provider / Employer

9. Re-sits & Re-takes

Apprentices who fail one or more assessments will be offered the opportunity to take a re-sit or re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action:

- A re-sit is where the apprentice takes the assessment again without the need for new learning
- A re-take is where the employer determines new learning is needed first

Apprentices should have a supportive action plan to prepare for a re-sit or a re-take.

The timescales for a re-sit/re-take are agreed between the employer and City & Guilds. A re-sit is typically taken within 2 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 4 months of the EPA outcome notification.

All assessment methods must be taken within a 6-month period, otherwise the entire EPA will need to be re-taken.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum overall EPA grade of Pass, unless City & Guilds determines there are exceptional circumstances requiring a re-sit or re-take.



200 Knowledge test

Provider & Employer instructions

If the re-take or re-sit relates to the knowledge test the apprentice will be presented with a new randomised online knowledge test.

Apprentice instructions

If you need to re-take / re-sit the multiple choice test, you will be presented with a new randomised online knowledge test.

700 Practical assessment

Provider & Employer Instructions

If the re-sit / re-take relates to the Practical assessment, the IEPA will observe the apprentice under the same circumstances and question them on the same subject area but using a different set of questions.

Please refer to the Assessment Instructions: Practical assessment, in this pack.

Apprentice Instructions

If you need to re-take / re-sit the Practical assessment, you will be observed under the same circumstances and will be questioned on the same subject area but using a different set of questions.

Review the feedback you have been given to prepare for the IEPA's visit.

701 Professional discussion underpinned by a portfolio of evidence

Provider & Employer instructions

If the re-sit / re-take relates to the Professional discussion, the IEPA will question the apprentice on the same subject area but using a different set of questions.

The Professional discussion will be carried out in the same way as the original assessment. The IEPA may review the portfolio of evidence to ensure all the KSBs are evidenced. They will choose different questions.

Please refer to the Assessment Instructions: Professional discussion, in this pack.

Submission must include

A new set of Recording Forms for the re-sit / re-take should be submitted. These must refer to the version of recording forms submitted originally.

Apprentice instructions

If you need to re-take / re-sit the Professional discussion, you will be questioned on the same subject area but using a different set of questions.

Review your Portfolio of Evidence and the feedback you have been given to prepare for the IEPA's visit.

Contact Us

EPA Gateway Team: Initial Reservation & Gateway	epa.gateway@cityandguilds.com
EPA Events Team: Bookings & Cancellations (Post Gateway)	EPA@cityandguilds.com
EPA Customer Success Team: Including EPA Pro support	onboardingEPA@cityandguilds.com
Technical Advisors: Sector Specific Guidance	Technical Advisors contact details
City & Guilds Sales Team	directsales@cityandguilds.com
ILM Sales team	01543 266 867 customer@i-l-m.com
City & Guilds Customer Services team	0844 543 0000 (option 5 EPA) centresupport@cityandguilds.com
ILM Customer Services team	01543 266 867 customer@i-l-m.com
Digital Sales: on-programme delivery resources	Digitalsales@cityandguilds.com
Digital Credentials	digitalsupport@cityandguilds.com
Digital Credentials: bulk email uploads	DCServiceTeam@cityandguilds.com



Who we are

As part of City & Guilds, we believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future.

As workplaces evolve, so do we. That's why we set the standard for skills that transform lives, industries, and economies.

About City & Guilds

For almost 150 years we have been developing the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through work-based learning. We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

City and Guilds

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