

# **City & Guilds Level 3 End- point Assessment for Heavy Vehicle Service and Maintenance Technician (9302-12/13)**

**Standard: ST0068**

**EPA Plan: Version 1.5**

**QN: 603/3661/4**

**EPA Pack for Providers & Employers**

Version 1.0

Last modified December-2024

For external use

Version	Summary of changes	Section
1.0 December 2024	New EPA Plan version	Throughout

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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 3 End-point Assessment for Heavy Vehicle Service and Maintenance Technician (9302-12/13)

Apprenticeship Standard v1.5. It explains how apprentices will demonstrate the knowledge, skills, and behaviours (KSBs) which they developed during their apprenticeship.

The following pathways are covered by this pack:

- **9302-12** End-point Assessment with centre venue
- **9302-13** End-point Assessment with City & Guilds venue

This pack must be used alongside the:

- City & Guilds Manual for the End-point Assessment Service
- Recording Forms for Centres / EPA Customers
- Professional discussion guidance
- Sample knowledge test
- Showcase portfolio checklist
- Showcase portfolio guidance
- 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, including timescales
- 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 a minimum of twelve months (typically 3 years) 'on-programme' training and development working towards meeting the Standard. All apprentices must complete the required amount of off-the-job training specified by the apprenticeship funding rules. 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:

- **303 Knowledge Test Engineering**
- **304 Knowledge Test Wider Standard**
- **700 Practical Observation**
- **701 Professional Discussion**

## 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, eg, drafts, notes, planning etc.

City & Guilds have produced forms for use when reviewing evidence produced outside of controlled conditions. 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.

Grades from the individual assessments will be combined to determine the overall grade.

**A fail in any assessment method will result in an EPA fail.**

To achieve a **Pass** the apprentice will need to pass each EPA method:

- Knowledge Test Engineering
- Knowledge Test Wider Standard
- Practical Observation
- Professional Discussion

To achieve an overall **Merit** the apprentice will need to pass each EPA method and also achieve a Merit at the Practical Observation.

To achieve an overall **Distinction** the apprentice will need to pass each EPA method and also achieve a Distinction at the Practical Observation.

Assessment 1: Knowledge Test Engineering	Assessment 2: Knowledge Test Wider Standard	Assessment 3: Practical Observation	Assessment 4: Professional Discussion	Overall grading
Fail	Any grade	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Any grade	Fail
Any grade	Any grade	Fail	Any grade	Fail
Any grade	Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass	Pass
Pass	Pass	Merit	Pass	Merit
Pass	Pass	Distinction	Pass	Distinction

## Results submission and 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 'End-point Assessment

Feedback' will also cover the areas against which the apprentice's evidence has resulted in the award of a Pass, Merit or Distinction.

## Statement of achievement

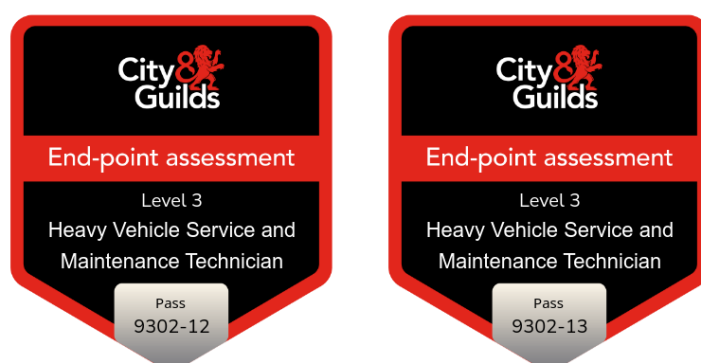
A printed EPA Statement of Achievement will be issued to each successful apprentice.

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 examples below:



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](mailto:digitalsupport@cityandguilds.com).

## **Security, confidentiality and 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 (ie, 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

A Heavy Vehicle (HV) technician services, inspects and repairs HVs, categorised by the Department of Transport as category N2 or N3, and associated trailers, with the associated ancillaries.

They work in either a dealership that focusses on a particular manufacturer, or for an independent garage, franchise or large fleet operator that deals with many different makes of vehicles. They work on all the systems found within the vehicle. The nature of the work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. The day-to-day tasks faced by the technician are constantly changing, driven by the introduction of ever more complex technologies and diagnostic techniques.

Today's technician has to demonstrate expertise in the technical side of their role. They must have strong problem-solving skills and a good grasp of the theoretical and practical aspects of vehicles systems and associated ancillaries. They must be able to work independently but also operate as an effective team member, understanding how their workshop and the dealership/garage/branch functions from a commercial perspective, have good customer handling skills and identify ways in which they can work more efficiently.

The growing complexity of today's vehicles and the pressure to deliver a high-quality customer experience requires the retail automotive sector to attract and train high calibre individuals and this is reflected in the elements of the Occupational Standard.



## The Occupational Standard

This apprenticeship Standard has the knowledge, skills, and behaviours (KSBs) which a successful apprentice will be able to demonstrate:

### Knowledge, skills and behaviours

Ref.	Knowledge and understanding Core: All apprentices must complete
K1	The fundamentals of Heavy Vehicle (HV) technologies e.g. HV chassis design, engine, fuels, transmissions, electrical (12/24v), air-conditioning, hydraulic and air braking, air suspension systems etc.
K2	The types and associated characteristics of HV and their configurations and applications.
K3	Diagnosing principles and logical problem solving techniques related to HV.
K4	Sufficient H&S knowledge and environmental awareness to carry out the work safely.
K5	Operators 'O' Licence requirements relating to HVs.
K6	How to service, inspect and maintain vehicles and trailers to the expected standards and the importance of safety inspection and maintenance schedules to meet Operator's (O) licence and legal obligations.
K7	Customer expectations and implications of work carried out.
K8	The need to be reliable, flexible, diligent and good timekeeper.
K9	How the business works from an operational perspective and demonstrate commercial and financial awareness in the HV industry.
K10	Complex problem solving techniques.
K11	The requirements of providing roadside assistance.

Ref.	Skills
	<b>Core: All apprentices must complete</b>
S1	Carry out the basic tasks with tools and equipment common to all procedures involving basic mechanical and electrical procedures related to HV.
S2	The ability to keep updated with emerging new technologies within the HV industry.
S3	Contribute to the maintenance of a safe and efficient workshop and adhere to the company and legislative processes.
S4	Access specific and related HV technical information appropriately.
S5	The ability to service, inspect and maintain HVs and trailers to meet company, Driver and Vehicle Standards Agency (DVSA) and manufacturers' standards.
S6	Use a range of diagnostic and electrical measuring equipment to identify faults and underlying causes on HVs.
S7	Successfully inspect and prepare vehicles and trailers to meet DVSA standards prescribed in the tester's manual.
S8	Carry out final quality checks before handover to the customer without supervision.
S9	Apply advanced diagnostic principles and logical/problem solving techniques and regimes.
S10	Maintain records to company and operators' licence obligations and regulation.
S11	To be able to communicate effectively in both oral and written mediums both internally and with customers on a range of topics that will support, HV inspection and diagnosing techniques.

Ref.	Behaviours Core: All apprentices must complete
B1	Behave in accordance with the values of the company they work for whether manufacturer or independent to treat customers and stakeholders with courtesy and respond quickly to their requirements to ensure an excellent experience.
B2	Operate effectively as a team member taking ownership and responsibility when required and be honest and accountable in all activities when things do not go as planned.
B3	To work at continuous development of both self, team and processes.

## Grades and grading descriptors

### Knowledge Test Engineering

Grade	Marks
Fail	0-64%
Pass	65-100%

### Knowledge Test Wider Standard

Grade	Marks
Fail	0-64%
Pass	65-100%

## Practical Observation

### Part A

**Fail:** Apprentice does not meet Pass criteria

**Pass:** During the 'walk and talk' observed inspection, the apprentice must meet all the following criteria competence against **all** of the following criteria:

Grade	The apprentice must:
Pass	<ul style="list-style-type: none"><li>• Complete the inspection within 45 minutes.</li><li>• Complete every element required on the inspection.</li><li>• Correctly identify any current or potential issues.</li><li>• Complete all required documentation correctly and legibly.</li></ul>

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### Part B

**Fail:** Apprentice does not meet Pass criteria

**Pass:** The apprentice must meet the Pass criteria

**Merit:** The apprentice must meet the Pass criteria and all of the Merit criteria

**Distinction:** The apprentice must meet the Pass descriptors, Merit descriptors and the Distinction descriptors

Grade	The apprentice must:
Pass	<ul style="list-style-type: none"><li>• Identify the fault using basic diagnostics, arriving at the cause of the fault.</li></ul>
Merit	<ul style="list-style-type: none"><li>• Achieve pass requirements.</li><li>• Identify the fault using the correct diagnostic steps in a logical order.</li><li>• Have a basic understanding of the cause of the fault (e.g. why a blocked air filter would cause black smoke).</li></ul>
Distinction	<ul style="list-style-type: none"><li>• Achieve merit requirements.</li><li>• Use a thorough diagnostic procedure in the most logical order.</li><li>• Explain why they are carrying out each diagnostic step as well as what readings / measurements they would expect to see.</li></ul>

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The overall grade for the Practical Observation will be determined by the achievement in the tasks.

To achieve an overall pass, the apprentice must achieve a minimum grade of pass in three of the four job cards (Observation B). With one failure allowed.

To achieve an overall merit, the apprentice must achieve a minimum grade of a merit in three of the four job cards and a minimum of a pass in the fourth job card (Observation B).

To achieve an overall distinction, the apprentice must achieve a minimum grade of a distinction in three of the four job cards (Observation B) and a minimum of a pass in the fourth job card.

## Professional Discussion

**Fail:** Apprentice does not meet Pass criteria

**Pass:** Apprentice must demonstrate competence against **all** of the following criteria:

### Working practices

the maintenance schedules required to comply with the organisation's policies and procedures as well as legal requirements; these may include first use inspection, daily, weekly, monthly and annual service

how to source and interpret relevant information for planning and progressing their work

how to complete servicing activities, including the methods, materials and tests used

the range of activities relevant to heavy vehicle servicing

the timescales allocated for checks and servicing and the procedures for obtaining authorisation to change or modify the laid down service specification

relevant organisational, legal and licensing requirements and their working practices in relation to them

the importance of, and procedures required for, recording service activities

the extent of their own responsibility and to whom they should report if they have problems that they cannot solve

relevant and current sources of information on the heavy vehicle industry at local and national level and on other professional initiatives e.g. training, business

keep up to date on industry issues and be able to recognise how changes in the industry affect them and the changes they need to make to carry out the role

## Vehicle inspection

the range of inspection techniques

the use of organisational checklists

the importance of critical tolerances to pass/fail testable items

the critical tolerances, standards and specifications contained within relevant sources of information, including:

- the tester's manual
- categorisation of defects manual
- group or company engineering manual
- DVSA guide to maintaining roadworthiness
- manufacturers' workshop manuals
- detailed engineering drawings

how to carry out vehicle inspections for statutory inspection using efficient and safe methods

how to record inspection items

how inspection standards are maintained

the visual and test operations to support the inspection activity

what is meant by prohibitions, exemptions, discretions and obstructions and how they are used

the prohibition notices used by the police and the Vehicle Inspectorate

the actions and responsibilities required to maintain vehicle roadworthiness

## Tools and equipment

how to calibrate specialised equipment prior to use

how to ensure that inspection tools, equipment and facilities are maintained and serviced prior to inspections

the measuring equipment available to verify the vehicle standard including brake tester, emissions tester and headlamp aligner

## Feedback and personal development

the competence frameworks and standards relevant to the role e.g. National Occupational Standards

the knowledge, understanding and skills needed for the role and how to evaluate their own performance against these

how gaps in their skills and knowledge can affect their performance and the organisation

draw up a personal development plan, including objectives, goals and/or targets and timelines, for developing their knowledge, understanding, skills and behaviours

discuss and agree where relevant with the appropriate person in their organisation how they will receive the development they need and how to obtain feedback on their performance including feedback from learners and other professionals

the benefits of training and other forms of development and how to evaluate their impact

how to evaluate potential development opportunities that are available including formal and informal opportunities

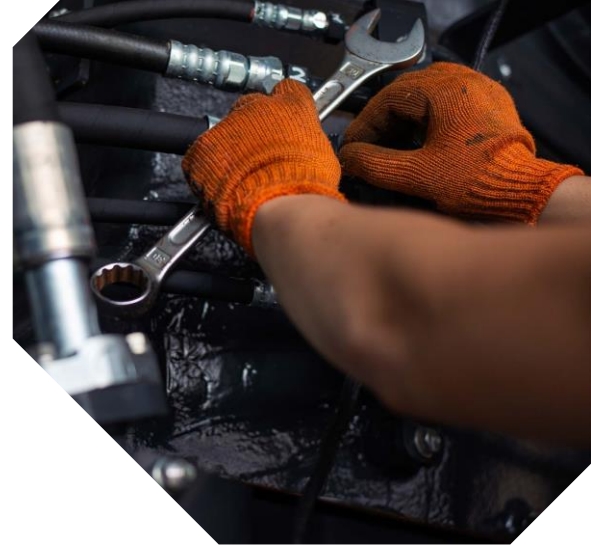
how to record and evaluate professional development activities in a reflective log as part of ongoing professional development

how to set and prioritise realistic personal goals and/or targets and how to set personal learning objectives to meet these

how to monitor progress against their development plans

### 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
- The apprentice must submit a Logbook to inform the Professional Discussion.

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 90days 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. The EPA Partnership Managers can provide additional guidance.

On-going during on-programme	Evidence and forms
<b>Provider and employer</b> <ul style="list-style-type: none"><li>• Reviews progress as part of their regular performance management process and ensures apprentice's performance is on track</li><li>• Identifies any gaps and creates a plan with the apprentice</li><li>• Enrols apprentice on EPA Pro and provides 'Expected Date Ready for EPA' and (optional) 'Planning Meeting'</li></ul>	n/a
<b>Apprentice</b> <ul style="list-style-type: none"><li>• Completes the English and maths components of the apprenticeship</li><li>• Compiles a Logbook, which must include the records of annual reviews between the employer and apprentice of progress and evaluation against gateway targets.</li></ul>	Start to collate:  Logbook of progression during the on-programme period of the apprenticeship.

Gateway process	Evidence and forms
<b>Employer</b> <ul style="list-style-type: none"> <li>Reviews progress and ensures the apprentice is ready for EPA</li> <li>Reviews evidence to confirm that it is appropriate and sufficient to meet the Standard</li> <li>Attends the optional EPA Planning Meeting</li> </ul>	Signs: Declaration of Authenticity
<b>Apprentice</b> <ul style="list-style-type: none"> <li>Attends the optional EPA Planning Meeting</li> <li>Must have been on programme for a minimum of 12 months and one day</li> <li>Completes and submits evidence and forms</li> </ul>	Submits to provider: <ul style="list-style-type: none"> <li>Apprentice Gateway Declaration</li> <li>Logbook including records of an annual review.</li> </ul>
<b>Provider – on EPA Pro</b> <ul style="list-style-type: none"> <li>Books EPA on the EPA Pro portal, in line with City &amp; Guilds booking timelines in the EPA Manual</li> <li>Makes City &amp; Guilds aware of any additional needs of the apprentice so that they can review reasonable adjustments – see the current policy on the City &amp; Guilds website, under <a href="#">EPA Documents Library</a></li> <li>Completes Provider Gateway Declaration <b>on behalf of the employer and tutor</b></li> <li>Attends the optional EPA Planning Meeting</li> <li>Uploads evidence and forms onto EPA Pro</li> </ul>	Complete on EPA Pro: <ul style="list-style-type: none"> <li>Provider Gateway Declaration</li> </ul> Signs: Declaration of Authenticity  Uploads onto EPA Pro: <ul style="list-style-type: none"> <li>Apprentice Gateway Declaration</li> </ul>
<b>IEPA</b> <ul style="list-style-type: none"> <li>Attends the optional EPA Planning Meeting</li> </ul>	n/a
<b>City &amp; Guilds EPA Gateway Team</b> <ul style="list-style-type: none"> <li>Formally confirms when the Gateway requirements have been met</li> </ul>	n/a

Gateway process	Evidence and forms
<b>City &amp; Guilds EPA Team</b> <ul style="list-style-type: none"> <li>Agrees with the provider and IEPA a mutually convenient date for the optional EPA Planning Meeting</li> <li>Agrees with the provider and IEPA a mutually convenient date for the EPA Events</li> </ul>	n/a

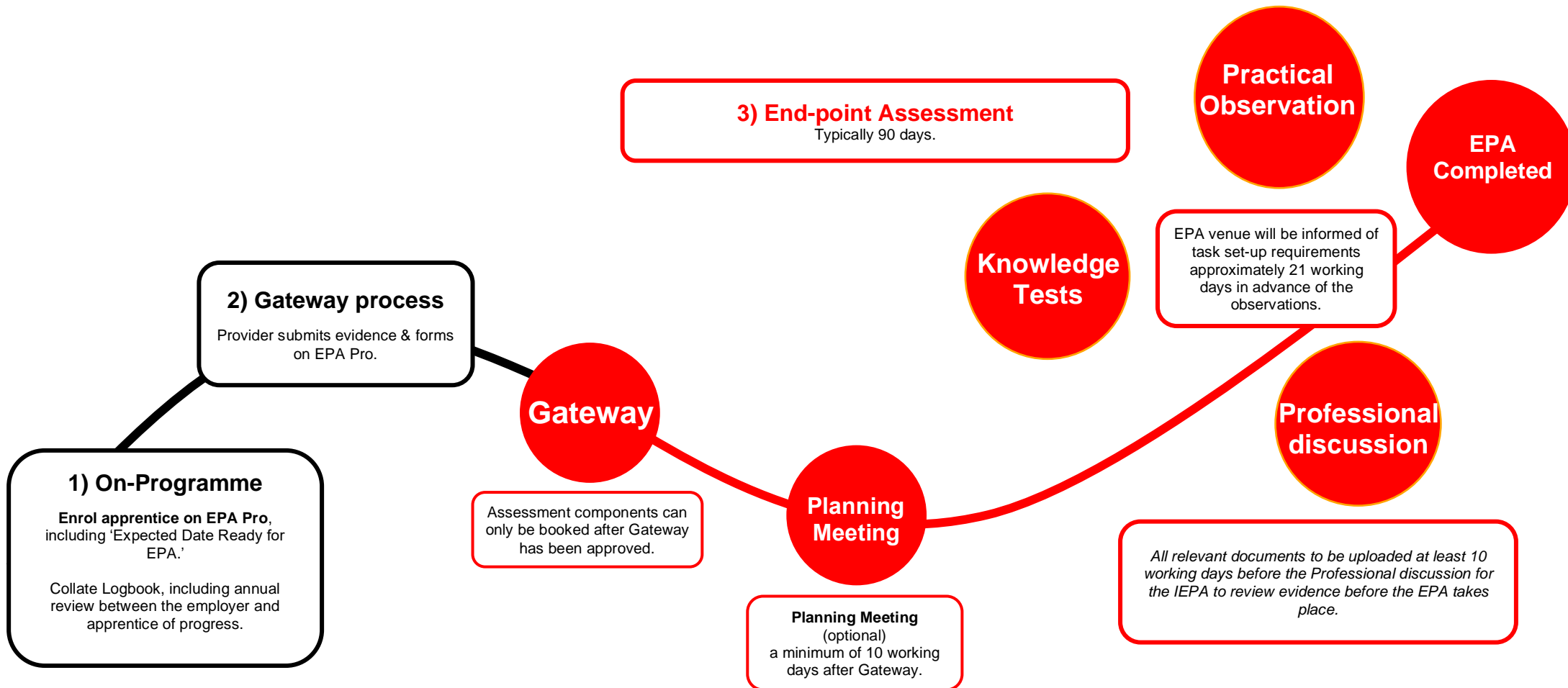
End-point Assessment	Evidence and forms
<b>Apprentice</b> <ul style="list-style-type: none"> <li>Completes End-point Assessments</li> <li>The assessment methods can be delivered in any order. The result of one assessment method does not need to be known before an apprentice starts the next one</li> </ul>	n/a
<b>Employer</b> <ul style="list-style-type: none"> <li>Ensures the apprentice has access to the resources required for the assessments (see the <a href="#">Resources</a> section)</li> </ul>	n/a
<b>Provider</b> <ul style="list-style-type: none"> <li>Submits evidence and forms</li> </ul>	Uploads onto EPA Pro: <ul style="list-style-type: none"> <li>Recording forms for Centres / EPA Customers</li> <li>Declaration of Authenticity</li> </ul>
<b>IEPA</b> <ul style="list-style-type: none"> <li>Reviews Logbook prior to EPA events</li> <li>Carries out End-point Assessments</li> <li>Marks each assessment, communicates the results to the LIEPA</li> <li>Provides feedback for assessments in EPA Pro</li> </ul>	Completes: <ul style="list-style-type: none"> <li>Recording forms for IEPAs</li> <li>Overall Grade Recording Form</li> </ul>

End-point Assessment	Evidence and forms
<b>LIEPA</b> <ul style="list-style-type: none"> <li>• Samples and quality assures assessments</li> <li>• Confirms overall grade to EPA Team</li> </ul>	Reviews: <ul style="list-style-type: none"> <li>• Recording forms for IEPAs</li> <li>• Overall Grade Recording Form</li> </ul>
<b>City &amp; Guilds EPA Team</b> <ul style="list-style-type: none"> <li>• Communicates the results to the Provider via EPA Pro</li> <li>• Processes the overall result if the apprentice has passed all the assessments and advises IfATE who issue the certificate. The data will be provided to IfATE once a month, on the fourth working day of the month.</li> </ul>	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](http://www.cityandguilds.com)



## 5. End-point Assessment resources

Assessment method	Resources required
Knowledge tests	Suitable IT systems for evolve as outlined in the manual for end-point assessment services
	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. This may be on or off the employer's premises.
Practical Observation	Personal protective equipment (PPE)
	General tools: spanners, screwdrivers, hammers, levers/prybars
	Torque wrenches – 3/8, 1/2, 3/4 and 1 inch drive
	Coolant pressure test equipment
	Oil pressure test equipment
	Computer diagnostic interface/fault code reader with live data capability
	Ammeter (multimeter) and a separate amp clamp
	Voltmeter (multimeter)
	Ohm meter (multimeter)
	Power probe
	Headlamp aligner (beamsetter)
	Range of wooden chocks (final drive task)
	3/8, 1/2, 3/4 and 1 inch drive socket sets

Assessment method	Resources required
	Impact drivers – air, electric
	Lifting equipment – vehicle ramps/pit, jacks and stands
	Handlamps – safe voltages required
	Straight edge
	Air line
	Measuring equipment – micrometer, rule, Vernier, DTi, magnetic stand/base
	Vehicle protection covers – wing, seat, steering and floor
	Selection of consumables – nuts, washers, bolts, wire terminals, PTFE tape, brushes
	Grease, oils, sprays, sealants, engineer's blue
	Data source for vehicle information
	Spillage kits
	Benches and vice
Professional Discussion	A suitable room for the professional discussion to take place, large enough to accommodate all those involved.
	Seating area or room for any other apprentices to wait.
	Access to water and cups.
	Where applicable, internet access and suitable equipment for remote assessment as outlined in the manual for end-point assessment services.



## **6. Assessment instructions: 303 Knowledge Test Engineering**

### **Assessment specification**

**Assessment type:** Knowledge based questions

**Assessment conditions:** Online\*, closed book, invigilated examination conditions \*\*

**Permitted materials:** non-programmable calculator

**Grading:** P/X

Standard ref		Criteria	Number of marks	%
<b>Section A (5 questions worth 2 marks each)</b>				
01	The importance of working within the health and safety when diagnosing and maintaining	01.01 Braking systems 01.02 Suspension 01.03 Fuel (including hybrid and gas) 01.04 Electrical systems 01.05 Common rail system 01.06 Steering / tyres 01.07 Safety of people in the workplace	6	15%
02	The importance of working within industry regulations when diagnosing and maintaining	02.01 Braking systems 02.02 Fuel (including hybrid and gas) 02.03 Electrical systems 02.04 Safety of people in the workplace	2	5%
03	The importance of working within tolerances when diagnosing and maintaining	03.01 Braking systems 03.02 Electrical systems 03.03 Common rail system	2	5%
<b>Section B (30 questions worth 1 mark each)</b>				
04	Principles of chassis design	04.01 Monocoque 04.02 Ladder frame	2	5%
05	Principles of heavy vehicle design and configuration	05.01 Types	1	2.5%
06	Principles of design, diagnosis and repair of faults	06.01 Wheels 06.02 Tyres 06.03 Steering and steering angles 06.04 Power assistance	9	22.5%

Standard ref		Criteria	Number of marks	%
		06.05 Suspension systems (including air and electronic suspension control) 06.06 Electronic braking systems (including ABS / EBS) 06.07 Types of brake systems 06.08 Brake efficiencies 06.09 Wheel security		
07	Principles of exhaust/fuel system SCR/EGR and turbocharger design, diagnosis and repair of faults	07.01 Fuel system (including fuel injection) 07.02 Exhaust system (SCR/EGR) 07.03 Turbocharger	5	12.5%
08	Principles of electrical circuits, diagnosis and repair of electrical faults	08.01 Ohm's Law related resistance, volts, amps 08.02 Simple circuits 08.03 Battery and fuse connecting 08.04 CANBUS	4	10%
09	Principles of engine type and design	09.01 Engine configurations and components 09.02 Engine testing 09.03 Lubrication 09.04 Cooling system 09.05 Engine 4 stroke cycle	3	7.5%
10	Transmission / drive line	10.01 Clutch 10.02 Final drive 10.03 Automatic/manual transmissions	3	7.5%
11	Principles and practice of diagnostic testing	11.01 Methods and constraints	1	2.5%

Standard ref		Criteria	Number of marks	%
12	Principles of air conditioning, diagnosis and repair	12.01 Legal, environmental, operation	1	2.5%
13	The process and procedure for heavy vehicle inspection	13.01 Regulatory requirements for the inspection of heavy vehicles	1	2.5%
		<b>Total</b>	<b>40</b>	<b>100%</b>

\* Entry for exams can be made through the City & Guilds Walled Garden.

\*\* These exams are sat under invigilated examination conditions, as defined by the JCQ:  
<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>

## Key information

Number of questions	35
Marks available	40
Grading	<p>P/X</p> <p>To achieve a <b>Pass</b> the apprentice must achieve a minimum of 26 marks (65%).</p> <p>Section A has <b>5 questions</b>, at least <b>3</b> of which must be passed</p> <p>Section B has <b>30 questions</b></p>
Type of questions	<p>Range of question types:</p> <ul style="list-style-type: none"><li>- Multiple choice</li><li>- Drag and drop</li><li>- Ordering of 4 items</li></ul>
Time allowed	60 minutes
Marking	The test will be carried out online and marked electronically

## Overview

The knowledge test will assess the apprentice's underpinning knowledge that may not be naturally occurring in other assessment methods.

The knowledge test will assess the apprentice's recall of relevant knowledge content.

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 apprentices 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 apprentice 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%).

## Provider and employer instructions

The test will consist of **35 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 **60 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 non-programmable 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.

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 **9302-303 assessment specification**
- supporting the apprentice to sit the **City & Guilds 9302-303 Knowledge Tests Sample** under invigilated conditions.

## Apprentice instructions - 303 Knowledge Test Engineering

The multiple-choice test gives you the opportunity to demonstrate the knowledge mapped to this assessment method. 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 **35 multiple-choice questions**. The questions will relate to the underpinning knowledge and will be varied. The multiple-choice questions will have four options, one of which will be correct. A correct response will be assigned one mark. Any incorrect or missing answers will be assigned zero marks. You will have **60 minutes** to complete the 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 non-programmable 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	0-64%
Pass	65-100%



## **7. Assessment instructions: 304 Knowledge Test Wider Standard**

### **Assessment specification**

**Assessment type:** Knowledge based questions

**Assessment conditions:** Online\*, closed book, invigilated examination conditions \*\*

**Permitted materials:** non-programmable calculator

**Grading:** P/X

Standard ref		Criteria	Number of marks	%
01	Hazard analysis and risk management	01.01 Risk assessment	4	11
02	COSHH	02.01 Data sheets and labelling	2	5
03	Health and Safety at work	03.01 Principles of health and safety in the workshop	3	9
04	Warning signs	04.01 Types	3	9
05	Use of tools	05.01 Identification of types of tools 05.02 Use of a multimeter	8	23
06	Reasons for service and inspection	06.01 Legal requirements relating to inspection and servicing (DVSA) 06.02 Road worthiness	8	23
07	Effective working relationships with customers and team members	07.01 Principles of customer service 07.02 Principles of business structure in the heavy vehicle industry 07.03 Principles of effective communication 07.04 Roadside assistance	7	20
		<b>Total</b>	<b>35</b>	<b>100%</b>

## Key information

Number of questions	35
Marks available	35
Grading	P/X To achieve a <b>Pass</b> the apprentice must achieve a minimum of 23 marks (65%).
Type of questions	Range of question types: <ul style="list-style-type: none"><li>- Multiple choice</li><li>- Drag and drop</li><li>- Ordering of 4 items</li></ul>
Time allowed	60 minutes
Marking	The test will be carried out online and marked electronically

## Overview

The knowledge test will assess the apprentice's underpinning knowledge that may not be naturally occurring in other assessment methods.

The knowledge test will assess the apprentice's recall of relevant knowledge content.

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 apprentices 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 apprentice 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%).

## Provider and employer instructions

The test will consist of **35 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 **60 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 non-programmable 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.

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 **9302-304 assessment specification**
- supporting the apprentice to sit the **City & Guilds 9302-304 Knowledge Test Sample** under invigilated conditions.

## Apprentice instructions - 304 Knowledge Test Wider Standard

The multiple-choice test gives you the opportunity to demonstrate the knowledge mapped to this assessment method. 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 **35 multiple-choice questions**. The questions will relate to the underpinning knowledge and will be varied. The multiple-choice questions will have four options, one of which will be correct. A correct response will be assigned one mark. Any incorrect or missing answers will be assigned zero marks. You will have **60 minutes** to complete the 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 non-programmable 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	0-64%
Pass	65-100%



## 8. Assessment instructions: 700 Practical Observation

### Assessment specification

**Assessment type:** Practical observation, assessed by Independent End-point Assessor (IEPA)

**Assessment conditions:** Invigilated at a ratio of one Independent End-point Assessor to three apprentices, independent working

**Grading:** P/M/D/X

Description	Coverage	Grade
Practical Observation	<b>Vehicle inspection:</b> <ul style="list-style-type: none"> <li>• General vehicle safety</li> <li>• Basic mechanical systems</li> <li>• Basic electrical systems</li> <li>• Basic chassis systems, set up underneath a vehicle</li> </ul> <b>Engineering categories:</b> <ul style="list-style-type: none"> <li>• Chassis</li> <li>• Driveline</li> <li>• Engine</li> <li>• Electrical</li> </ul>	P/M/D/X

## Overview

In the Practical observation, the IEPA will observe the apprentice carrying out practical tasks. They will also question the apprentice on the work being carried out. 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 in a workshop environment
- questioning allows for the holistic assessment of the breadth and depth of underpinning knowledge against the grading descriptors, which may not naturally occur as part of the assessment.

## **Provider and employer instructions**

### **Preparation and set up**

The EPA venue will receive the task set-up details approximately 21 working days in advance of the agreed date of the EPA taking place, so the equipment and the faults get set up. Assessors from the training provider may act as observers and recorders for the observations under the watch of the City & Guilds IEPA. Each observer/recorder can only observe one apprentice at a time, but the IEPA can monitor three observers.

- The practical observation will follow the repair processes carried out in the workplace.
- All tasks must be completed on a relevant vehicle and not a rig, unless otherwise specified.
- Vehicle data provided can be accessed via electronic means or paper.
- Apprentices can use their own preferred equipment unless specified; however, suitable up-to-date equipment must also be available.
- Specialist equipment that needs to be used must be provided with the user instructions (if needed).
- The onsite technician can assist the apprentice for tasks where a second person is needed, at the apprentice's request.

### **What to share with apprentices when**

The training provider must not share any details of the specific tasks prior to the assessment. The details of the tasks will be shared with the sole purpose of setting up the faults. Only the IEPA can share the specific tasks with the apprentice, during the time of the assessment.

### **Timings**

The tasks given have a total manufacturer's repair time including estimated diagnostic time of approximately three hours.

## Apprentice instructions - 700 Practical Observation

### Task

Part A: You will have to perform an observed 30 minute 'walk and talk' conducting an inspection on a vehicle, including identifying any loose, worn, damaged or dangerous components in each of the following areas:

- i. General vehicle safety
- ii. Basic mechanical systems
- iii. Basic electrical systems
- iv. Basic chassis systems

You will have to fill in an inspection sheet and declare whether the vehicle is roadworthy.

Part B: You will have to perform four tasks involving fault diagnostics and repairs. Three of the tasks will last 20-30 minutes and one will last 60 minutes to include a multi-stage diagnostic. The faults will be from the following four engineering categories:

- i. Chassis
- ii. Driveline
- iii. Electrical
- iv. Engine

You must write up a job card after each observation, and the assessor will ask you two or three key questions related to the fault.

You may request the onsite technician's assistance for tasks where a second person is needed.

### Timings

Each task's duration will be mentioned at the beginning. The task will be stopped if you go over the allowed time. The tasks will last approximately three hours in total.

## Recording forms

All recording forms can be found in the **9302 Recording forms – Centres** document that is available in a Word format. Please see below summary of the recording forms that are available for this assessment.

Recording form	Purpose	Who should complete	Where it can be found
Heavy vehicle inspection sheet	To record the vehicle inspection findings	Apprentice	9302 Recording forms - Centres & IEPA
Generic Automotive job card	To record the findings and repairs	Apprentice	9302 Recording forms - Centres & IEPA



## 9. Assessment instructions: 701 Professional Discussion

### Assessment specification

**Assessment type:** Professional discussion, conducted and assessed by an Independent End-point Assessor (IEPA)

**Assessment conditions:** Conducted at a ratio of one Independent End-point Assessor to one apprentice, independent working

**Grading:** P/X

Description	Coverage	Grade
Professional Discussion	<ul style="list-style-type: none"> <li>• Behaviours</li> <li>• The period of learning, development and continuous assessment</li> <li>• Coverage of the Standard</li> <li>• Personal development and reflection</li> <li>• Continuous Professional Development</li> <li>• Customer interaction</li> </ul>	X/P

## Overview

The Professional discussion is a structured discussion between the apprentice and an IEPA.

The apprentice may use supporting documentation as appropriate to explain how they have achieved the knowledge, skills and behaviours mapped to this EPA method.

This assessment method is being used because:

- it allows the apprentice to be assessed against KSBs which may not naturally occur during the practical assessment
- it is underpinned by a Logbook, enabling the apprentice to demonstrate the application of behaviours as well as knowledge.

The interview can be conducted in-person or remotely. When conducted remotely the professional discussion will be recorded for quality assurance purposes.

## **Provider and employer instructions**

### **Logbook requirements**

Apprentices are required to keep a log of progression throughout their apprenticeship to evidence their journey. This must particularly evidence their development of knowledge, skills and behaviours and must include the records of an annual review of progress and evaluation against gateway targets between the employer and apprentice. The training provider may participate in this review. Neither the reviews nor the log of progression are formally assessed.

The employer/training provider must submit the logbook to City & Guilds two weeks prior to the assessment window opening. The work evidenced in the logbook must have been carried out by the apprentice and a signed declaration of logbook authenticity must be submitted along with the logbook.

### **Task**

- The apprentice will have a 1-hour structured discussion with the IEPA. The employer may be invited to contextualise the discussion.

The professional discussion can be conducted in person or remotely. When conducted remotely the professional discussion will be recorded for quality assurance purposes.

## Apprentice instructions - 701 Professional Discussion

### Logbook requirements

You must keep a log of progression throughout your apprenticeship to evidence your journey. This must particularly evidence your development of knowledge, skills and behaviours and must include the records of an annual review of progress and evaluation against gateway targets between you and your employer. The training provider may participate in this review. Neither the reviews nor the log of progression are formally assessed, but they will be used as a basis of the Professional Discussion.

Your employer/training provider will submit the logbook to City & Guilds prior to the assessment. The logbook will form the basis of the professional discussion. The work evidenced in the logbook must have been carried out by yourself and a signed declaration of logbook authenticity must be submitted along with the logbook.

### Task

You will have a structured 1-hour discussion with the City & Guilds Independent End-point Assessor. The discussion will focus on:

- Behaviours
- The period of learning, development and continuous assessment
- Coverage of the Standard
- Personal development and reflection
- Continuous Professional Development
- Customer interaction

The discussion will be divided into two stages:

Stage 1 (10 minutes): Focus on the evidence provided for the behaviours element of the Standard, as identified in the logbook.

Stage 2 (50 minutes): Focus on the whole Standard, in relation to the Professional Discussion grading criteria.

Your employer may be invited to contextualise the discussion. You can bring materials or notes with you to assist you in demonstrating your competence.

## Recording forms

All recording forms can be found in the **9302 Recording forms - Centres** document that is available in a Word format. Please see below summary of the recording forms that are available for this assessment.

Recording form	Purpose	Who should complete	Where it can be found
Declaration of logbook authenticity	To declare that the work evidenced in the logbook has been carried out by the apprentice	Apprentice / Employer	9302 Recording forms - Centres

## 10. Re-sits and re-takes

Apprentices who fail one or more assessments will be offered the opportunity to take a re-sit or re-take:

- 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 who fail the multiple choice tests may reattempt them at any time after the failure notice has been received, provided 5 working days' notice has been given to the EPAO. If one or more assessments are failed, the employer will decide if further learning is required before a retake.

If all retake opportunities have been failed for any single assessment, or if the failed assessments are not retaken within six months, the apprentice must undertake a period of further training and development, after which they must complete the whole EPA again.

An apprentice retaking any assessment must have different questions or practical scenarios to those on any previous attempts.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade.

The maximum grade awarded to a resit will be Pass. There is a limit on three resits on each assessment method.

### 304 and 305 Knowledge Tests

#### Provider and employer Instructions

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

#### Apprentice instructions

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



## **700 Practical Observation**

### **Provider and employer instructions**

If the re-sit / re-take relates to the Practical observation, the IEPA will observe the apprentice under the same circumstances. The apprentice will have different practical scenarios to those on previous attempts.

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

### **Apprentice instructions**

If you need to re-take / re-sit the Practical observation, you will be observed under the same circumstances. You will have different practical scenarios to those on previous attempts.

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

## **701 Professional Discussion**

### **Provider and 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 logbook to ensure all the KSBs are evidenced. They will choose different questions.

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

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

## Contact us

EPA Gateway Team: Initial Reservation and Gateway	<a href="mailto:epa.gateway@cityandguilds.com">epa.gateway@cityandguilds.com</a>
EPA Events Team: Bookings and Cancellations (Post Gateway)	<a href="mailto:EPA@cityandguilds.com">EPA@cityandguilds.com</a>
Technical Advisors: Sector Specific Guidance	<a href="#">Technical Advisors contact details</a>
City & Guilds Sales Team	<a href="mailto:directsales@cityandguilds.com">directsales@cityandguilds.com</a>
ILM Sales team	01543 266 867 <a href="mailto:customer@i-l-m.com">customer@i-l-m.com</a>
City & Guilds Customer Services team	01924 930800 (option 5 EPA) <a href="mailto:centresupport@cityandguilds.com">centresupport@cityandguilds.com</a>
ILM Customer Services team	01543 266 867 <a href="mailto:customer@i-l-m.com">customer@i-l-m.com</a>
Digital Sales: on-programme delivery resources	<a href="mailto:Digitalsales@cityandguilds.com">Digitalsales@cityandguilds.com</a>
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## Who we are

As part of the City & Guilds Group, 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

Founded in 1878 to develop 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 & Guilds Group

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