

# **EPA Re-sit / Re-take Policy**

## Contents

Scope of the policy.....	4
Purpose of the policy .....	4
Who needs to know about the policy.....	4
Obtaining copies of the policy .....	4
Reviewing the policy.....	4
Complaints.....	4
Section 1 Definition of re-sit/re-take.....	5
1.1 Re-sit - Apprentice does not require further learning .....	5
1.2 Re-take – Apprentice requires further learning.....	5
Section 2 Generic conditions of re-sit/re-take policy.....	5
2.1 Does this policy apply to all standards? .....	5
2.2 Will the same Independent End Point Assessor (IEPA) conduct the re-sit/re-take?.....	5
2.3 Does evidence of additional learning have to be provided prior to re-sit/re-take?.....	5
2.4 Can a digital assessment be re-sat/re-taken with a face-to-face assessment, or vice versa?.....	5
Section 3 Attempts and Timescales.....	6
3.1 How many times can an apprentice re-sit/re-take? .....	6
3.2 What are the timescales for re-sit/re-take?.....	6
3.3 If an apprentice fails one part of the EPA, do they have to re-sit/re-take the entire EPA?.....	6
3.4 What if the apprentice leaves their employer before the EPA has concluded?.....	6
3.5 What if the apprentice has a break in EPA?.....	6
3.6 How do I request a re-sit/re-take for an apprentice?.....	6
Section 4 Grades.....	6
4.1 Are all grades available on a re-sit/re-take? .....	6
4.2 Extenuating circumstances.....	7
4.3 Re-sit/re-take to increase a grade from ‘Pass’ .....	7
Section 5 Transfers.....	7
5.1 If an apprentice has already passed elements of EPA and transfers from another EPAO, do they have to re-sit/re-take the elements of EPA they have already passed?.....	7
5.2 If the apprentice has failed all elements of EPA with another EPAO, will they be able to take the full EPA with NCFE EPA Plus? .....	7
Section 6 Fees and charges.....	7

6.1	Are re-sits/re-takes free? .....	7
6.2	Will fees apply for a re-sit/re-take if there are technical issues during the administration of an assessment?.....	7
6.3	What if the apprentice hasn't shown up for an assessment, can they re-sit/re-take? .....	7
6.4	When will we be charged for the re-sit/re-take?.....	8
	Mandatory disclosure and confidentiality.....	9
	Termination for convenience .....	9
	Contact.....	9

### Scope of the policy

This policy covers the delivery of NCFE End-Point Assessments (EPA) that are subject to internal and external quality assurance.

NCFE EPA products include those that may be offered and/or delivered under an NCFE-owned brand name (for example 'CACHE').

This policy also forms part of a suite of NCFE EPA Plus policies, all of which are designed to:

- protect apprentices who are registered with us;
- minimise the risk of an Adverse Effect occurring;
- help support us and all other partners involved in risk management and risk minimisation;
- help ensure we and all partners comply with all relevant legislation and guidance;
- help improve and refine our products and services.

For our partners, this policy supports compliance with the Contract. It does not replace any of the requirements contained within that Contract. Non-adherence to our NCFE EPA Plus policies may constitute maladministration, malpractice and/or a breach of the Contract. Please ensure all policies are read and implemented carefully.

### Purpose of the policy

Employers must be confident that the apprentice is ready to start the EPA before putting them forward for gateway. However, once an apprentice has completed elements of, or all of, their EPA and been awarded a grade, they may need to re-sit or re-take some, or all of, the EPA. This policy explains the conditions around re-sits/re-takes.

### Who needs to know about the policy

Partners must make sure that apprentices and staff, who are involved in the design, delivery, management, assessment and quality assurance of NCFE EPA, are familiar with the contents of this policy. Staff can include site, sub-site or contractual staff.

### Obtaining copies of the policy

Partners can download copies of the policy from our website and/or platform, or request copies from NCFE EPA Plus.

### Reviewing the policy

We will review this policy annually, as a minimum, and/or where otherwise necessary, and may revise it as required in response to the findings of any review.

### Complaints

Partners have the right to express their dissatisfaction regarding our actions, products or services. Please see the [NCFE Complaints Procedure](#) for more information.

## Section 1 Definition of re-sit/re-take

### 1.1 Re-sit - Apprentice does not require further learning

Unless the assessment plan requires an apprentice to undertake additional learning prior to re-taking an assessment (thus making it a re-take, not a re-sit), if an apprentice fails an element of their EPA but the employer and training provider feel the apprentice has sufficient knowledge and understanding to attempt the assessment again without further learning, they are able to re-sit as soon as is convenient for all parties. Evidence of additional learning does not need to be provided for a re-sit.

### 1.2 Re-take – Apprentice requires further learning

If an apprentice fails an element of their EPA but the employer, training provider **or** NCFE EPA Plus feels that the apprentice requires further development, the training provider **must** deliver additional learning to the apprentice before they attempt the assessment again. This evidence of additional learning should be provided to NCFE prior to the assessment being repeated.

*Note: Funding of re-sits/re-takes is dependent on whether or not further learning has taken place. This should be agreed in the contract between the employer and training provider. Refer to the [ESFA funding rules](#).*

## Section 2 Generic conditions of re-sit/re-take policy

### 2.1 Does this policy apply to all standards?

The rules for re-sitting/re-taking elements of, or all of, the EPA vary from standard to standard. This policy outlines the conditions to be applied when an assessment plan does not include specific rules for re-sit/re-take. Where the assessment plans states specific requirements around re-sits and/or re-takes, they take precedent over the identified conditions of this policy.

**Refer to the EPA Re-sit/Re-take Appendix A document.**

### 2.2 Will the same Independent End Point Assessor (IEPA) conduct the re-sit/re-take?

The same IEPA may conduct the re-sit/re-take, unless there are extenuating circumstances.

### 2.3 Does evidence of additional learning have to be provided prior to re-sit/re-take?

Depending on results and any specific requirements of individual assessment plans (refer to EPA Re-sit/re-take policy - Appendix A), we may request evidence of additional learning prior to approving a further attempt. If evidence of further learning is required, this should be recorded as a re-take.

In all cases, evidence of further learning **must** be evidenced after two attempts have been made.

### 2.4 Can a digital assessment be re-sat/re-taken with a face-to-face assessment, or vice versa?

Yes. Refer to the [EPA price list](#) for appropriate re-sit/re-take fees per delivery method.

## Section 3 Attempts and Timescales

### 3.1 How many times can an apprentice re-sit/re-take?

3.1.1 Unless otherwise stated in the assessment plan, the **maximum** number of attempts that we will allow is **three** per assessment method;

3.1.2 If an apprentice fails the maximum number of attempts permitted per assessment method, the overall result will be recorded as fail and any remaining assessment methods will be cancelled.

### 3.2 What are the timescales for re-sit/re-take?

Unless otherwise specified in the assessment plan, or in exceptional circumstances:

3.2.1 A re-sit/re-take must be taken within 3 months of the date of notification of results;

3.2.2 The entire EPA should be concluded within 6 months of gateway, regardless of how many attempts have been made;

3.2.3 If re-sits/re-takes extend beyond 6 months from gateway, it may be necessary to repeat the entire EPA in order for us to confirm currency of full competency across the standard.

### 3.3 If an apprentice fails one part of the EPA, do they have to re-sit/re-take the entire EPA?

The apprentice only needs to re-sit/re-take the method of assessment that they have failed. However, if the EPA has not concluded within 6 months from gateway, the entire EPA may need to be taken again to ensure currency of competency across the entirety of the standard (refer to section 3.2);

### 3.4 What if the apprentice leaves their employer before the EPA has concluded?

The apprentice must be employed for the **entire** duration of the apprenticeship, **including EPA**. The only exception to this is if the apprentice has been made redundant. Refer to the [ESFA funding rules](#).

### 3.5 What if the apprentice has a break in EPA?

If an apprentice has a break in EPA, the total duration, including the break, cannot extend beyond 12 months from the date of gateway. For example: if an apprentice is active on EPA for two months, then goes on a break in EPA, they will have four months remaining when they return from the break. The end date must still remain within 12 months of the gateway date.

### 3.6 How do I request a re-sit/re-take for an apprentice?

To request re-sit or re-take for an apprentice, you must complete and submit an EPA Re-sit/Re-take Request Form, which is available on the resources platform. Your Re-sit/Re-take Request form will be reviewed within 3 working days of receipt. Once you have received a response to your re-sit/re-take request, the standard 5-day notification of test booking applies. Please note: you are not able to request the test booking until the re-sit/re-take request has been approved.

## Section 4 Grades

### 4.1 Are all grades available on a re-sit/re-take?

Unless otherwise specified in the assessment plan, or in exceptional circumstances, the results for a

re-sit/re-take will be capped at a **Pass** for the relevant method of assessment. This may or may not impact on the final overall grade, depending on the grading methodology applied by each individual standard.

#### 4.2 Extenuating circumstances

Extenuating circumstances include, but are not limited to:

- Accident
- Serious illness
- Serious family circumstances
- Instance of uncontrollable natural forces

In all instances of extenuating circumstances, credible and corroborated written evidence must be provided to NCFE EPA Plus.

#### 4.3 Re-sit/re-take to increase a grade from 'Pass'

Apprentices **cannot** re-sit/re-take any elements of the EPA simply to achieve a higher grade.

## Section 5 Transfers

5.1 If an apprentice has already passed elements of EPA and transfers from another EPAO, do they have to re-sit/re-take the elements of EPA they have already passed?

No, however, we require evidence of the elements of EPA which have been passed. Refer to the [EPA Fees and Charges Policy](#).

5.2 If the apprentice has failed all elements of EPA with another EPAO, will they be able to take the full EPA with NCFE EPA Plus?

Yes. In cases when the full EPA is to be taken, the full cost will apply. Refer to the [EPA Fees and Charges Policy](#).

## Section 6 Fees and charges

6.1 Are re-sits/re-takes free?

For Multiple Choice Questions (MCQs) and Situational Judgement Tests (SJT) **only**, there is no charge for the **first** re-sit/re-take. All other re-sits/re-takes are subject to a fee. Refer to the [EPA Price List](#).

6.2 Will fees apply for a re-sit/re-take if there are technical issues during the administration of an assessment?

This will be reviewed on a case-by case basis.

6.3 What if the apprentice hasn't shown up for an assessment, can they re-sit/re-take?

Unless in exceptional circumstances, if an assessment is not cancelled with at least 24 hours' notice, or if the apprentice fails to attend a booked assessment, they will be recorded as a Fail and will be subject to re-

sit/re-take conditions and fees. Refer to the EPA Fees and Charges Policy and [Appendix B of the Regulations for Conduct of EPA](#).

#### 6.4 When will we be charged for the re-sit/re-take?

All re-sit/re-take fees will be included in the monthly invoice from NCFE EPA Plus.



## Mandatory disclosure and confidentiality

### *Mandatory disclosure*

It is imperative that the integrity of our assessments are maintained. We are aware that partner organisations often work with more than one End-Point Assessment Organisation (EPAO), and that therefore more than one EPAO may be at risk when things go wrong.

Our regulators have outlined some specific conditions that we must meet to protect the integrity across the sector. This includes the requirement that where certain things are identified (such as malpractice), or certain actions taken (such as when sanctions are applied) the regulators and other relevant EPAOs who may be affected must be informed.

Depending on the seriousness of the matter, we may be required to declare to our regulators that we are no longer compliant due to an act or omission by partners which has put us in breach. In this event, we may have regulatory action directed against us, such as monetary penalties. In accordance with the Contract, where appropriate, we reserve the right to direct such financial penalties against partners, should they be as a result of the act or omission.

### *Confidentiality*

We may need to access confidential information. We will ensure that such information is kept secure and only used for the purposes of the investigation and in line with relevant data protection legislation. We will not normally disclose the information to third parties unless required to do so, e.g. to our regulators and / or the Police or other relevant and / or Statutory Bodies.

## Termination for convenience

Our actions under this Policy and any sanctions imposed will be proportionate. Where possible, we will always try to work with partners in resolving issues. However, nothing within this policy precludes us from invoking our right under the Contract to terminate our relationship with partners.

## Contact

If you have any queries about the contents of the policy, please contact the NCFE EPA Plus Quality and Compliance team:

Email: [epaqualityassurance@ncfe.org.uk](mailto:epaqualityassurance@ncfe.org.uk)

**Please enter 're-sit/re-take policy' in the subject line**

Telephone: 0191 240 8968

Post:

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