



# EPA cancellation, re-sit & re-take policy

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## **Scope of the Policy**

This policy covers the delivery of NCFE End-Point Assessments (EPA) which are subject to internal and external Quality & Compliance. NCFE EPA products include those which may be offered and/or delivered under an NCFE-owned brand name (for example 'CACHE').

The policy also forms part of a suite of policies for NCFE's EPA products and services, 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 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**

Our policy assists us and our partners, by outlining the framework for dealing with cancellations, re-sits & re-takes. This is important in situations which could result in a detrimental effect to the apprentice and/or could potentially compromise the integrity of our standards, systems and/or processes.

## **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/or quality assurance of our 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 platform or request copies from NCFE, using the contact details provided in the contact section.

## **Reviewing the policy**

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

## **Complaint**

Partners have the right to express their dissatisfaction regarding our actions, products or services. Please refer to the NCFE Complaints Procedure on our website for more information.

## Section 1

# Definition of cancellation, re-sit and re-take

### 1.1 Cancellation

For more guidance on cancellations, refer to Appendix B of the NCFE Regulations for Conduct of EPA.

#### 1.1.1 Cancelled with notice

If an assessment is cancelled with **\*at least 24hrs notice**, this is recorded as a cancelled assessment and does **not** count as an attempt. However, section 3.6 of this policy still applies and to re-book a cancelled assessment, a Re-sit/Re-take form should be submitted.

#### 1.1.2 Cancelled without notice

If an assessment is cancelled with **\*less than 24hrs notice**, this is recorded as cancelled without notice. Unless extenuating circumstances apply, this will be counted as an attempt and a Fail result applied. Subsequent attempts will be subject to **all** re-sit/re-take rules detailed in this policy.

#### 1.1.3 Apprentice does not attend

If the apprentice does not attend the assessment, this will be recorded as a No-Show and deemed as cancellation without notice. Unless extenuating circumstances apply, this will be counted as an attempt and a Fail result applied. Subsequent attempts will be subject to **all** re-sit/re-take rules detailed in this policy.

*\* With the exception of the Children, Young People and Families Manager (CYPFM) standard, for which we require five business days' notice of cancelled assessment*

### 1.2 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.

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

If an apprentice Fails an element of their EPA but the employer, training provider **or** NCFE 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 state 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?

Refer to sections 1.3 and 2.1

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, unless the apprentice is required to re-sit/re-take or has been placed on a break in EPA - in which case the entire EPA should conclude within 12 months of gateway.

3.2.3 If the EPA extends beyond 12 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.

Also refer to section 3.6

### **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 a 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.

When requesting a re-sit/re-take, you **must** consider the completion timescales as identified in \*section 3.2, allowing sufficient time for the re-sit/re-take to be booked and remain \*\*within timescales.

Your submitted Re-sit/Re-take Request form will be reviewed within 3 working days of receipt.

Please note: you are not able to request an assessment date until the re-sit/re-take request has been approved. Once your request has been approved, within 5 working days, you will be offered an assessment date

\*Also refer to section 3.2 and the **EPA cancellation & re-sit/re-take policy Appendix A** document

\*\* Consideration must be made to the availability of assessment dates

### **3.7 If an apprentice has been awarded an overall grade of Fail, can they re-attempt the entire EPA?**

This will be reviewed on a case-by-case basis. If approved, re-entry into EPA is strictly under the following conditions:

- All requests for re-entry into EPA **must** be made within 10 days of the final notification of results
- The apprentice must enter a period of further learning for a **minimum** of 3 months
- Re-entering EPA is subject to full cost
- **All** methods of assessment must be re-taken

- Evidence submitted for portfolios/showcase etc must meet requirements for timeliness of evidence (i.e. the original evidence cannot be re-used if it does not meet timelines requirements)
- For EPA that involves a knowledge test (eg. MCQ), this **must** be passed before any further method of assessment can occur, irrespective of the order of CY
- All methods of assessment and the final grade will be grade capped at Pass
- The apprentice is restricted to **one** attempt at re-entering EPA
- All other conditions within this policy apply

To request re-entry to the full EPA, you must submit a request for special consideration to [EPAAqualityassurance@ncfe.org.uk](mailto:EPAAqualityassurance@ncfe.org.uk), stating why the apprentice should be offered the opportunity to re-attempt the full EPA.

## 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 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

### Transferring from another EPAO

If an apprentice has already passed elements of EPA and transfers from another EPAO, they do not have to re-sit/re-take the elements of EPA they have already passed. However, we require evidence of the elements of EPA which have been passed.

If the apprentice has Failed all elements of EPA with another EPAO, they will be able to take the full EPA with NCFE.

Refer to the EPA Fees and Charges Policy.



## Section 6

### Fees and charges

**6.1 Are EPA re-sits/re-takes free?**

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 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.

## Section 7

### Contact

If you have any queries relating to this policy, please contact NCFE EPA Quality & Compliance team:

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

Post:  
NCFE EPA Quality & Compliance Team  
Q6, Quorum Park  
Benton Lane  
Newcastle upon Tyne  
NE12 8BT

### *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.