

Everything you need to know about the EPA journey with City & Guilds and ILM



A City & Guilds Group Collaboration

This document is designed to help you understand our end-point assessment (EPA) journey, from choosing an end-point assessment organisation (EPAO), to results and certification. It aims to give you clear guidance of what you need to do and where you can get support and more information at each stage of the journey.



Stage 1: Choosing your EPAO

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When you're planning to deliver new apprenticeship standards you and the employer will need to decide which EPAO to work with.

Visit our [website](#) for guidance documents and webinars about our EPA service. You will have initial conversations with your business manager or our EPA on-boarding team to find out how we can help you.



▼ Important information

Each apprenticeship standard has factsheets and end-point assessment packs that outline requirements you will need to be aware of. These are available on our [website](#).

Documents for leadership and management (ILM) standards can be found on [Walled Garden](#). It's important that you review the [EPA Manual](#) with all of our terms and conditions and service level agreements and share this document with all parties involved.

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Stage 2: Getting set up with an EPA agreement

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▼ Step 1 (for brand new customers only): Get set up with City & Guilds and ILM

As a brand new customer to City & Guilds and ILM, you'll need to complete an EPA-only customer enquiry form so we can set you up on Walled Garden, our administrative online portal for City & Guilds and ILM customers.

> [City & Guilds EPA-only centre enquiry form](#).

> [ILM EPA-only centre enquiry form](#).

Our EPA Quality team will set you up within five days or will call you to verify information if there is anything missing. If you need support, please contact EPA.Quality@cityandguilds.com or call 0300 303 5352.

Once you are set up with Walled Garden access, you can move on to Step 2.



▼ Step 2: Complete the EPA application form in Walled Garden

City & Guilds and ILM customers need to complete and submit the application form in the quality portal area of Walled Garden. You will need to complete the City & Guilds form for City & Guilds standards and the ILM form for ILM standards. You'll need to assign a key contact who will receive a welcome call from our EPA success team. You can let us know if you need to change this key contact at any stage.

Please note, if the apprenticeship standard includes a mandatory qualification, or you choose to embed a qualification as part of on-programme learning, you will need to complete a Quality Approval (QAP) form in [Walled Garden](#). If you do not have centre approval with us, please speak to our sales team about how to become an approved City & Guilds or ILM centre.

Once you have completed the form, we will confirm your EPA agreement within two working days. Our EPA customer success team will call you and we will send you a welcome pack and support resources.

▼ Important information

Only primary and secondary user profiles on Walled Garden will be able to submit applications, registrations and bookings.

In the application form you will need to enter the six-digit EPA code for the standard you wish to deliver. You can find this in our [master product list](#).

▼ Step 3: We'll set up your centre Primary User on EPA Pro

User can create other provider users, provide employers with access and also register apprentices. We'll provide you with training to perform each of these steps, which are all very straightforward.

▼ Step 4: Get set up on our assessment platforms

If the EPA includes a knowledge test, you'll need to get set up on e-volve, our platform for online testing. It's worth getting set up on e-volve at this stage so you don't have to worry about it later. If your EPA includes remote assessment it is also worth testing GoToMeeting to make sure you can access the platform.

For e-volve support please contact our centresupport@cityandguilds.com. Once you're set up, our handy step-by-step user guides for [e-volve](#) and [Go-To-Meeting](#) will take you through our processes.

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Stage 3: EPA registration

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The earlier you register apprentices for EPA, the more support you'll be able to give them with our EPA preparation resources, mock tests and exemplar materials. You will need to register your apprentices on EPA Pro for an upfront fee of £25.

Once you provide access to EPA Pro for your apprentices they'll be able to track their apprenticeship learning journey on EPA Pro. Apprentices will also be able to access our EPA Preparation resources to help them feel ready for their EPA experience.

Once set-up as a provider on EPA Pro you can create sub-users in the platform to give access to staff who are preparing apprentices for their EPA so that they can access EPA guidance documents for each standard. This includes an annual report produced by our lead assessors (LIEPAs) with insight into our EPA results across a standard. These reports can help you refine your apprenticeship delivery to improve success rates.

Once you have read the EPA pack, our Customer Services team and specialist **technical advisors** will help to guide you through any complexities for individual apprenticeship standards and the range of requirements for EPA.

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Stage 4: Your Gateway – signing off the apprentice for EPA

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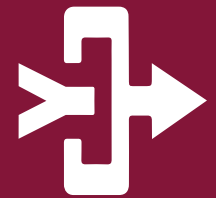
You should begin this process approximately two months before the planned EPA event. Your Gateway point is when the employer, provider and apprentice need to confirm and agree the apprentice will meet the required level of skills, knowledge and behaviour by the time they take their EPA. At this point you should complete the Apprentice Gateway Declaration form ready to upload as part of the Gateway process in EPA Pro, you will find a copy of this in the support materials section under recording forms.

You can upload gateway evidence and save progress as you go. In EPA Pro you'll be presented with the individual Gateway components and an area to upload any required evidence needed for the component. You'll read and electronically sign a declaration on behalf of the employer and provider and make the final submission. Make sure you have a quality assurance process in place to check that you have all of the evidence that you need.

We will quality assure the submitted Gateway evidence and either approve or reject with feedback on what is missing through the EPA Pro platform. The apprentice cannot sit any part of the EPA assessment until the relevant gateway requirements have been met. This is an Institute for Apprenticeships (IfA) requirement.

▼ Reminder

Once we get to the EPA event, the apprentice must have been on-programme for a minimum of 12 months and one-day. If a mandatory qualification is included in the apprenticeship standard, the results will need to be presented as part of gateway evidence. We recommend you contact our quality delivery team at least three months in advance of anticipated gateway to arrange the external quality assurance activity if you do not have direct claim status.



Stage 5: EPA planning Meeting

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Once an apprentice has successfully completed the Gateway stage an independent end-point assessor (IEPA) will be allocated to you and they'll be in touch within 8 days to arrange a date for an EPA planning meeting. The apprentice, provider and employer will all be invited (as appropriate) to this virtual meeting, where all stakeholders can agree the sequencing and the most convenient dates for the EPA components. It's also a great first opportunity for the Apprentice to meet their IEPA, helping them feel more comfortable when they have their EPA events. Please take a look at [this document](#) to see what IEPAs can and can't support you with.

Knowledge tests on our e-volve platform cannot be taken before the Gateway has been passed and we'd encourage you to wait for the planning meeting if you're unsure whether the e-volve test is the first assessment component. The e-volve assessment should be booked five working days in advance of the assessment date and can be sat on the scheduled date or up to 30 days after. The test could become null and void if completed outside the allowed window. Check the requirements for your individual standard as in most cases, the knowledge test must have been passed before other assessments can take place. Please refer to the EPA pack for further information.



Stage 6: Upload Assessment Evidence

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For assessment components where we require assessment evidence to be uploaded prior to the assessment, this can be performed in EPA Pro. The timelines for this will have been discussed with you at the planning meeting and will be confirmed with the details of the EPA component booking.

Make sure you have a quality assurance process in place to check quality and only upload the strongest evidence. Once we have the assessment evidence required our independent end-point assessors will review before the EPA event. Ahead of the EPA event, make sure you check all requirements in the EPA manual about apprentice and assessor responsibilities.



Stage 7: EPA event

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Please refer back to the EPA pack to ensure you're ready for the assessment with all the required resources. If your assessment plan contains elements which require a virtual interview/professional discussion please ensure you're aware of how to set up GoToMeeting etc.

The EPA event/s take place on an agreed date. An assessor will carry out the EPA event. This might be a face-to-face event such as an observation, or a remote assessment such as a professional discussion conducted via GoToMeeting.

▼ Important actions

Ensure the apprentice is prepared for the event and they know the time, date and location, and to bring their ID. It's also worth ensuring colleagues are aware so the assessment is free from interruptions.

▼ Our assessment review process

As part of our quality process, the assessor will send all completed assessment documentation and feedback reports to City & Guilds and ILM. The lead assessor (LIEPA) will then quality assure the assessment decision.



Stage 8: EPA results and certification

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▼ Step 1: Accessing results

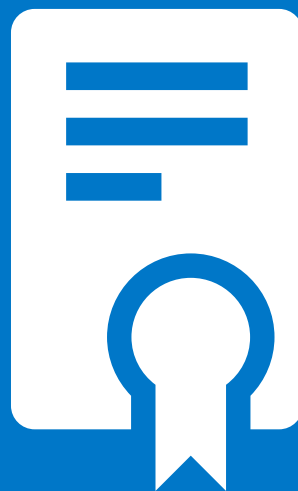
Results per assessment component will be shown in EPA Pro as soon as they are finalised, they will show as pending whilst we quality assure them. You'll receive a notification within the platform to tell you the result is available. Once a result is available both the provider and apprentice can access a component statement of achievement, this can be viewed, emailed, downloaded and printed for full flexibility. The statement of achievements are available for each individual component and also a final overarching statement of achievement listing all components at the end of their apprenticeship. Alongside component and final statement of achievement certificates we'll also be issuing a digital credential to all apprentices who successfully complete their EPA. See more details on the benefits of Digital Credentials [here](#) and access our Getting Started Guide [here](#).

If your apprentice fails, we give you formal notification and feedback so that you can work with the apprentice on the area that they failed.

▼ Step 2: Re-sits procedure

If you need to book a resit please contact epa@cityandguilds.com to book events or go to Walled Garden to book an e-volve resit. Please check the EPA pack for rules around resits and retakes for your apprenticeship standard.

If you fail an e-volve test please book a resit on Walled Garden as soon as you are ready and we'll add this resit date into your assessment plan on EPA Pro.



▼ Step 3: Receiving your EPA certificates

On successful completion of EPA we will notify the IfATE on your behalf and the IfATE will send the apprenticeship certificate direct to the employer within 3–4 weeks. For questions on the apprenticeship certificate contact the National Contact Centre on 0800 150 600.

▼ Important information

Important information Remember, you'll need to update the ILR with completion information to secure the completion payment from the Education and Skills Funding Agency (ESFA).

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Stay on track

To help you get to grips with the EPA process, we've broken it down into eight main stages. These actions are for providers, employer providers and City & Guilds or ILM.



How to get in touch



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Which team should I contact?	Speak to this team about...	Contact details
Sales team	Information about our EPA service	E: directsales@cityandguilds.com T: 01924 206 709
EPA Quality team	Getting set up as an EPA customer	E: EPA.Quality@cityandguilds.com T: 0300 303 5352
EPA Booking Team	Support with booked EPA events or to schedule resits/retakes	E: epa@cityandguilds.com T: 020 7294 3409
Technical Advisors	Sector specific technical guidance.	Contact details for all advisors is available on: https://www.cityandguilds.com/what-we-offer/centres/technical-advisors
Customer services	Support with EPA Pro, Walled Garden, SmartScreen and e-volve.	E: centresupport@cityandguilds.com T: 01924 930 800 W: Webchat with us on the 'Contact Us' page on www.cityandguilds.com/help/contact-us

*Calls to 0844 numbers cost 7p per minute plus your phone company's access charge.

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