



Training
Qualifications UK

TQUK Level 2 End-Point Assessment for
ST0213 Hairdressing Professional

Qualification Number: 603/3259/1

Standard Specification

Contents

Key Information	3	Professional Discussion	10
Apprenticeship Summary	4	Rationale	
Overview of the Role		Assessment Overview	
Occupation Summary		Grading	
Typical job Titles		Themes, KSBs and Grading Criteria	
Gateway Requirements	5	Practical Assessment	13
Assessment Methods	6	Rationale	
Assessment Order		Assessment Overview	
EPA Window		Questions and Answers	
Knowledge Test	7	Grading	
Rationale		Themes, KSBs, Grading and Assessment Criteria	
Assessment Overview		Overall Grading	22
Grading		Resits and Retakes	22
Grading Criteria		Appeals	22
Portfolio of Evidence	9		
Overview			

Key Information

Reference:	ST0213
Version:	1.2
Level:	2
Typical duration to gateway:	24 months
Typical EPA period:	3 months
Maximum funding:	£11000
Route:	Hair and beauty
Approved for delivery:	21 December 20163
Date updated:	23/05/2023
Lars code:	157
EQA provider:	Ofqual
Review:	This apprenticeship standard will be reviewed after three years

Apprenticeship Summary

Overview of the Role

The practical application of hairdressing skills and knowledge, personalised to client requirements, whilst providing an outstanding service

Occupation Summary

This occupation is found in the hair and beauty sector. The work environment is always customer facing, can be varied in size, style and ambience, from a small micro salon, to a large high street premises.

The broad purpose of the occupation is to provide a range of hairdressing services that meet client requirements, that are based on a comprehensive consultation, applicable industry tests, whilst maintaining exceptional client care skills, safe working practices, meeting legal, industry and organisation standards, procedures, and protocols. Hairdressing Professionals are creative, passionate, and driven professionals who work without supervision. They provide a quality service, whilst working to the highest standards and continuously developing their personal and professional skills. A Hairdressing Professional works in the hairdressing industry, which is one of the largest, most trusted and fashion forward professions. They take ownership of their work and client lists, accept responsibility, are proactive, flexible, and adaptable, plan their work and time, they aim for excellence by taking exceptional pride in their work and industry.

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

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

Typical Job Titles

- Hair professional
- Hair stylist
- Hairdresser
- Stylist

Gateway Requirements

The gateway requirements are:

- achieved English and mathematics qualifications in line with the apprenticeship funding rules
- for the professional discussion, underpinned by a portfolio of evidence, the apprentice must submit a portfolio of evidence
- passed any other qualifications listed in the occupational standard

For the Hairdressing Professional, the qualification required is:

- City & Guilds Level 2 Diploma for Hair Professionals - Hairdressing 603/1379/1, or
- TQUK Level 2 Diploma for Hair Professionals (Hairdressing) (RQF) 603/3101/X, or
- VTCT - Level 2 Diploma for Hair Professionals (Hairdressing) 603/1323/7

Assessment Methods

This end-point assessment (EPA) for this standard consists of three assessment methods:



Knowledge Test



Practical Assessment



Professional Discussion

Assessment Order

The assessment methods can be delivered in any order.

The rationale is that this is the choice of the employer, apprentice and training provider, this could vary depending on the circumstances.

EPA Window

The EPA will be taken within the EPA period. The end-point assessment window is activated upon acceptance of all gateway evidence and is typically three months.

Knowledge Test

Rationale

The rationale for this assessment method is:

- it is an accurate way to test the apprentice's underpinning knowledge that may not naturally occur in other assessment methods;
- this method confirms competency against health and safety requirements which is essential to this occupation;
- it allows for efficient testing of knowledge where there is a right or wrong answer;
- it allows for flexibility in terms of when, where, and how it is taken.

Assessment Overview

The apprentice must be provided with at least 14 days notice of the date and time of the knowledge test.

The knowledge test consists of **40 questions**. Each question has four possible answers, one of which is correct. One mark is awarded for each correct answer.

The knowledge test is a closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test. The knowledge test can be computer- or paper-based and can take place remotely.

The apprentice must have **60 minutes** to complete the test. This is a formal assessment, therefore it must take place in a controlled and invigilated environment free from any distractions and influence.

Grading

This assessment is graded according to the table below.

Marks	Grade
0-28	Fail
29-40	Pass

Grading Criteria

Knowledge	Criteria
K1	Legal, organisational and health and safety regulations relevant to hairdressing businesses.
K3	Incidents, problems and accidents that can occur in the workplace and the actions to take, responsibilities for reporting incidents or concerns to a responsible person.
K4	The types of risk, work related injury and ill health associated with hairdressing (e.g. physical injuries, posture, disorders, disease, viruses, blood, contact, or air borne, dermatitis).
K5	How to mitigate, conduct and implement a health and safety risk assessment of self and others in the workplace.
K6	Hairdressing culture and career routes.
K8	Employment rights and responsibilities (e.g. contracts of employment, working hours; disciplinary and grievance processes, holiday and sickness absence and pay).
K15	How to complete and maintain client records in accordance with legal and organisational requirements.
K18	The hair and skin science behind hairdressing services.
K20	How to identify the four hair classification types, the limitations in relation to the type of service, products, tools and equipment that can be used (e.g. 1-Straight hair, 2-Wavy hair, 3-Curly hair, 4-Very curly hair).
K21	The legal requirements, how and when you should complete hairdressing industry tests (e.g., allergy alert, hair characteristics, test cutting /strand, incompatibility, curl/relaxing development).

Knowledge	Criteria
K23	The science behind shampooing, treating, and conditioning the hair and scalp.
K25	The science behind drying and finishing hair (e.g. hair classification types, hair characteristics, alpha to beta keratin, hair hygroscopicity, humidity).
K29	Appropriate storage, disposal of products and adequate ventilation for chemical services.
K30	The principles of colour selection and the use of the International Colour Chart (ICC).
K31	The science behind changing the depth and tone of hair.
K32	The science behind changing the hair classification type using chemical services to add wave or curl.
K33	The science behind changing the hair classification type using semi-and permanent rearranging chemical services to remove curl or wave.
K34	The types, uses, precautions, benefits and consequences of chemical services used in Hairdressing salons to change the degree of curl or straightness of the hair and the depth and tone of colour.
K35	The techniques and methodology behind changing the hair structure using chemical services to add wave or curl
K36	The techniques and methodology behind changing the hair structure using semi-permanent rearranging chemical services to remove curl or wave.
K37	The techniques and methodology behind permanent rearranging and relaxing of type 3 and type 4 hair classifications.

Portfolio of Evidence

Overview

To support the professional discussion the apprentice must produce a portfolio of evidence (the portfolio).

The portfolio is completed with the support of the training provider and the employer during the On-Programme element of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed by this assessment method.

It will typically contain **10 discrete pieces of evidence**.

Once a piece of evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence may include, but is not limited to:

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

This is not a definitive list; other evidence sources can be included.

The portfolio **should not** include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions.

The portfolio of evidence is not directly assessed.

Professional Discussion

Rationale

As clear and effective communication is a fundamental part of hairdressing services, as well as being competent in their practical skills, a hairdressing professional must be able to hold a conversation and demonstrate they can convey their opinion and knowledge on a number of subjects.

The professional discussion will enable the End-Point Assessor to assess how confidently the apprentice articulates the KSBs covered. The grading criteria has been written to ensure that the End-Point Assessor can clearly distinguish the level of communication and understanding of the apprentice.

Assessment Overview

The professional discussion can take place face-to-face or remotely. The apprentice must be provided with at least 14 days notice of the date and time of the professional discussion. This will be agreed during the assessment planning meeting.

The training provider is required to submit the apprentice's portfolio of evidence at gateway. The End-Point Assessor must have 14 days to prepare questions for the professional discussion, based on the contents of the portfolio and relevant to the KSBs assigned to this assessment method.

The purpose of the End-Point Assessor's questions will be to draw out contextualised examples, further clarify skills demonstrated in a Portfolio of Evidence or be used to ask scenario based questions. The professional discussion must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

The professional discussion must last **35 minutes**. An additional 10% variance is permitted at the End-Point Assessor's discretion to allow the apprentice to finish their final answer or point. No new questions will be asked after the time limit has been reached.

The End-Point Assessor must ask at least **six questions**. Follow-up questions are allowed where clarification is required.

During the discussion, the apprentice may refer to their portfolio and to notes.

This is a formal assessment which must take place in a controlled environment.

Grading

This assessment is graded distinction, pass or fail according to the grading criteria.

To achieve a pass in this assessment, the apprentice must meet all the pass criteria. To be awarded a distinction, they must meet all the pass criteria and all the distinction criteria.

If the apprentice does not meet all the pass criteria, this assessment will be graded as a fail.

Themes, KSBs and Grading Criteria

KSBs	Theme - The Hairdressing Industry	
K7	Hairdressing professionalism, values, industry codes of conduct and ethics.	
B7	Shows a willingness to learn.	
	Pass Criteria	Distinction Criteria
	Explain why hairdressing values, industry codes of conduct, ethics, professionalism, and a willingness to learn are important to the hairdressing industry.	Provides a detailed evaluation of why hairdressing values, industry codes of conduct, ethics, and a willingness to learn are important to the hairdressing industry using their own detailed examples.

KSBs		Theme - Ways of Working - Legal and Organisation	
K13	The benefits and drawbacks of using variety of social channels and how social media can be used to promote the business.		
K16	The role and function of the front of house or reception area in a hairdressing business (e.g., services, bookings, payments, retail, upselling and sales).		
S7	Promote yourself, your organisation, products and services via a variety of social channels.		
S10	Carry out wider salon duties to support the salon business (e.g. services, bookings, payments, retail, upselling and sales).		
Pass Criteria		Distinction Criteria	
Describe how front of house and wider salon duties are carried out to support and enhance the operation and development of the salon, with clear rationales for specific approaches and evidence-based examples of their effectiveness.		Explain how front of house and wider salon duties are carried out to support and enhance the operation and development of the salon, with clear rationales for specific approaches and evidence-based examples of their effectiveness.	
KSBs			
K10	Hairdressing professionalism, values, industry codes of conduct and ethics.		
Pass Criteria		Distinction Criteria	
Describe ways of supporting mental health and wellbeing of self and client.		Evaluates how they have supported the mental health and wellbeing of themselves and clients, supported by detailed examples.	
KSBs			
K12	Ways of supporting the mental health and wellbeing of self and client.		
S6	Teamwork principles, how and when and who to report problems to.		
Pass Criteria		Distinction Criteria	
Explain the benefits, opportunities, potential risks, and challenges of using social media and communication channels for promotional purposes in their professional context, and describes ways that they effectively promote themselves, the business, relevant products, and services, using these methods, with relevant supporting examples.		Provides an evaluation of the benefits and drawbacks of using social media to promote self, organisation, products, and services, provides a detailed rationale, with examples of ways social media channels can be used to promote the business.	

Practical Assessment

Rationale

This assessment method is being used because:

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

Assessment Overview

The practical assessment must be face-to-face and will be conducted at the apprentice's workplace or a similar workplace. The apprentice must be provided with at least 14 days notice of the date and time of the professional discussion. This will be agreed during the assessment planning meeting.

The practical assessment must take **5.5 hours**. The End-Point Assessor can increase the time of the practical assessment by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary.

The practical assessment cannot be split, other than for comfort breaks or to allow apprentice's to move from one location to another. Where breaks occur, they will not count towards the total EPA time.

The practical assessment which must be completed on at least 2 different clients can be completed on any hair classification.

Any form of simulation is not permitted during the practical assessment.

Questions and Answers

The End-Point Assessor must ask questions. The purpose of the questions is to clarify further, any elements of a KSB, so as to allow the apprentice to demonstrate their full comprehension of the Theme being performed.

Questioning can occur during the practical assessment. The time for questions asked during the practical assessment is included in the overall assessment time.

The End-Point Assessor must ask at least 3 questions during the Practical Assessment.

Grading

This assessment is graded distinction, pass or fail according to the grading criteria.

To achieve a pass in this assessment, the apprentice must meet all the pass criteria. To be awarded a distinction, they must meet all the pass criteria and all the distinction criteria.

If the apprentice does not meet all the pass criteria, this assessment will be graded as a fail.

Themes, KSBs, Grading and Assessment Criteria

Theme - Ways of Working – Legal and Organisation

During the practical assessment the apprentice will be assessed on the following when performing services on at least 2 different clients:

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

KSBs

K2	How to maintain effective and safe methods of working and infection control when completing hairdressing services.
S1	Adhere to legal and organisational requirements for the safe use of products, tools, materials, and equipment.
S2	Apply safe, hygienic, and effective methods of working and infection control, while completing hairdressing services.
B1	Facilitates safe working practices, ensures safety of self and others, challenges safety issues.
B2	Flexible and adaptable to changing working environments and demands, demonstrates forward thinking to adopting new ways of thinking and working.

Pass Criteria

Apply safe, hygienic, and effective methods of working and infection control, complying with relevant professional and legal obligations in the use of products, tools, equipment, and materials, whilst being flexible and professional to meet changing demands.

Distinction Criteria

Work confidently and in an organised manner and is proactive in their approach to safe, hygienic, and effective methods of working and infection control, whilst being flexible to changing demands and adopting a different way of working to reflect these.

KSBs	
S11	Use working methods that promote environmental and sustainable working practices.
K17	Methods that promote environmental and sustainable working practices (e.g. recycling, limiting use of single-use plastics, mindful use of energy and water consumption, choosing environmentally friendly products).
Pass Criteria	
Demonstrate working methods that support and promote environmental and sustainable working practices during the service.	
Distinction Criteria	
Consistently use products and resources efficiently and economically throughout the service which demonstrated effective environmental and sustainable working practices.	
KSBs	
B4	Demonstrates professionalism and a passion for the industry with a commitment to quality whilst working to complete services in a commercially viable time and to a high standard in a time pressured situation.
Pass Criteria	
Demonstrate professionalism and a passion for the industry with a commitment to quality and high standards, whilst working at a commercially viable pace.	
Distinction Criteria	
N/A	

Theme - Client Care / Customer Service

During the practical assessment the apprentice will be assessed on the following when performing services on at least 2 different clients:

- | | |
|--|--|
| <ul style="list-style-type: none"> a consultation for a colour an evaluation of the colour service | <ul style="list-style-type: none"> provide aftercare advice following the colouring service |
|--|--|

KSBs

K11	The types of advice and guidance that should be provided prior, during and post service on the maintenance of the look, complementary services and retail products available in the salon.
S3	Use communication and etiquette that meets industry requirements, suits and is appropriate to the organisation.
B3	Communicates and behaves appropriately, is always helpful and courteous and adapts behaviour in response to each client and situation.
B5	Meets organisational and industry standards of appearance and maintains a positive attitude, observes professional ethics, and works as part of a team.
B6	Maintains professional ethics, time management, self-management, integrity, respect, empathy, client confidence and confidentiality and discretion.

Pass Criteria

Demonstrate professional communication, appearance, time management and professional ethics when maintaining client care. Be responsive to specific client needs when establishing expectations at the outset in respect of maintenance of the look, complementary services and retail products and provide appropriate advice and guidance throughout the services.

Distinction Criteria

Clients are consistently fully informed with explanations or justifications for any consultation recommendations in a respectful considered manner, with justified articulated and intuitive responses, showing tact and diplomacy, respecting individual client characteristics, and delivered with confidence in a professional and timely manner, throughout the service. (B6)

KSBs

K9	Client care principles and practices and how to actively promote and respect equality, diversity, and inclusion. (e.g. communication, confidentiality, discretion, comfort, modesty, privacy welfare, limitations required).
S4	Maintain the client's confidentiality and comfort (modesty, privacy) at the start and during the service.

Pass Criteria

Maintain client confidentiality, discretion and comfort throughout the service actively promoting respect, equality diversity and inclusion whilst completing the services.

Distinction Criteria

N/A

KSBs	
K19	How to complete consultation, examine and analyse the hair, skin and scalp for hairdressing services (e.g. hair classification type and characteristics tests).
K22	How to recognise contra-indications that would prevent the service and a limiting factor that would restrict a service and when to refer to a general practitioner and or trichologist.
S5	Advise clients (new and regular) pre, during and after service on the maintenance of the look, complementary services, and retail products available in the salon.
S12	Carry out a consultation, examine and analyse the hair, skin and scalp and complete relevant industry tests (e.g. hair classification type and characteristics tests).
S13	Identify (question/observation) any contraindications or limiting factors that are likely to affect or influence the service.
Pass Criteria	
Examine and analyse the hair, skin, and scalp, recognising contraindications, limiting factors that would restrict the service.	
Distinction Criteria	
Clients are consistently fully informed with explanations or justifications for any consultation recommendations in a respectful considered manner, with justified articulated and intuitive responses, showing tact and diplomacy, respecting individual client characteristics, and delivered with confidence in a professional and timely manner, throughout the service (K19).	
KSBs	
K39	Evaluation techniques.
S9	Complete and maintain client records in accordance with legal and organisational requirements.
S20	Evaluate the results of the service.
Pass Criteria	
Evaluate the results of the service and records the outcomes in accordance with legal and organisational requirements.	
Distinction Criteria	
N/A	

Theme - Technical - Shampoo, Condition Hair

During the practical assessment the apprentice will be assessed on the following when performing services on at least 2 different clients:

- shampoo and condition the hair and scalp selecting the correct products and massage techniques for the hair classification and characteristic.

KSBs

S8 Use a range of products, tools, equipment used in Hairdressing services in accordance with legal organisational requirements.

Pass Criteria

Distinction Criteria

Apply and use correct products tools and equipment during services, following legal and organisational requirements.

N/A

KSBs

K24 The techniques and methodology behind shampooing, treating, and conditioning the hair and scalp safety.

S14 Shampoo, condition and treat the hair and scalp.

Pass Criteria

Distinction Criteria

Apply and follow correct methodologies and techniques whilst shampooing, conditioning, and treating the hair scalp.

N/A

Theme - Technical - Cut and restyle hair

During the practical assessment the apprentice will be assessed on the following when performing services on at least 2 different clients:

<ul style="list-style-type: none"> restyle hair to create a personalised short or medium (above the shoulder) length hair cut, changing the shape, length and style of the hair a hair cut 	<p>Use a minimum of six different cutting techniques from the list below when completing the haircuts:</p> <ul style="list-style-type: none"> club cutting precision cutting scissor over comb clipper over comb texturizing disconnection layering razor cutting graduation freehand
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KSBs

K28	The cutting methodology, techniques, tools and equipment required to create different effects, distribution of weight, balance and shape to create precision and personalised looks (e.g. graduating, layering, thinning, tapering, club cutting, freehand, razoring, sectioning patterns, guidelines, creating texture, scissor over comb, clipper over comb, removing bulk, creating round, square, triangular shape).
S17	Cut hair using a range of technical skills and cutting techniques to create a range of looks, considering weight distribution, cutting angles, balance and degree of graduation, and the natural growth patterns of the hair, length of the hair (club cutting, scissor over comb, clipper over comb, texturising, freehand, thinning, layering and razor cutting).

Pass Criteria

Apply and follow correct methodologies with precision throughout the haircut, personalising where required, whilst considering the hair characteristics weight distribution, balance and natural growth patterns, using correct cutting angles and cutting techniques to achieve the desired look.

Distinction Criteria

Use a creative approach by combining and adapting a range of technical skills and cutting techniques, throughout the service, which maximised the style potential, showing specific attention to precision and detail that takes into account the hair characteristics to enhance and personalise the look.

KSBs

S18	Restyle hair to create a personalised short or medium (above the shoulder) length hair cut, changing the shape, length and style hair using a range of cutting techniques.
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Pass Criteria

Restyles the hair using a range of cutting techniques to create a personalised short or medium length hair cut, significantly changing the shape, length, and style.

Distinction Criteria

Use a creative approach to restyle the hair by combining and adapting a range of technical skills and cutting techniques, to create the look, throughout the service showing specific attention to precision and detail, that take into account the hair characteristics to enhance and personalise the look.

Theme - Technical - Styling and Finishing hair

During the practical assessment the apprentice will be assessed on the following when performing services on at least 2 different clients:

- | | |
|--|---|
| <ul style="list-style-type: none"> styling and finishing hair using a round brush and finger drying set and dress the hair | <ul style="list-style-type: none"> use a minimum of two styling and finishing products |
|--|---|

KSBs

K26	The techniques and methodology behind drying, styling and finishing the hair safely.
S15	Dry and finish hair using a range of techniques to create a range of looks, that meets the intended shape, direction, balance, and volume agreed with the client.

Pass Criteria	Distinction Criteria
Apply and follow correct methodologies and techniques throughout the drying, styling and finishing process, which met the intended balance, volume, and shape.	Use a creative approach by combining and adapting a range of styling and finishing techniques, products tools, and equipment throughout the service, which maximises the style potential, showing specific attention to precision and detail, that took into account the hair characteristics to enhance and personalise the look.

KSBs

K27	The techniques and methodology behind setting and dressing hair safely (e.g. sectioning, winding, setting, styling, dressing hair-up styles, plaiting/ braiding, knots, twisting, curls, waves, using additional hair and accessories).
S16	Use current setting and dressing techniques to create a range of looks that meets the intended shape, direction, balance, and volume agreed with the client.

Pass Criteria	Distinction Criteria
Apply and follow correct methodologies and techniques throughout the setting and dressing process, which met the intended balance, volume, and shape.	Use a creative approach by combining and adapting a range of setting and dressing techniques, products tools, and equipment throughout the service, which maximises the style potential, showing specific attention to precision and detail, that took into account the hair characteristics to enhance and personalise the look.

Theme - Technical - Colouring and Lightening Hair

During the practical assessment the apprentice will be assessed on the following when performing services on at least 2 different clients:

- | | |
|--|---|
| <ul style="list-style-type: none"> complete a colouring and lightening service on one client using a minimum of two products and techniques to change the colour (depth and tone) of the hair application of another colouring product (either a quasi-permanent, demi-permanent or permanent colour) to change the tone of the hair | <ul style="list-style-type: none"> woven highlights using either foils or wraps to the root on a minimum 30% of the hair (this could include a T-section of the head or scattered throughout the hair) using either a high lift colour or lightening product (high lift tint or pre lightener) achieving at least two levels of lift |
|--|---|

KSBs

K14	The range and use of products, tools, equipment used in hairdressing services, legal organisational requirements for the safe use and storage.
K38	The techniques and methodology behind changing the depth and tone of hair, using a variety of techniques (e.g. root regrowth, full head application, partial head application, woven highlights, freehand).
S19	Complete a range of hair colouring and lightening services to change the depth and tone using current colouring techniques (e.g. freehand techniques, woven highlights or lowlights, root re-touch, half head and full head application, temporary, semi-permanent, demi-permanent, quasi-permanent, permanent colour and lighteners).

Pass Criteria	Distinction Criteria
Colour and lighten the hair using suitable methodologies, products tools and equipment and current colouring techniques to achieve the change of depth and tone, meeting the service objectives, following legal and organisational requirements for use and storage.	Use a creative approach to colour and lighten the hair by combining and adapting a range of technical skills and methodologies, products tools and equipment and current colouring techniques to achieve the change of depth and tone, meeting the service objectives, that take into account the hair characteristics to enhance and personalise the colour result (K38, S19).

Overall Grading

This standard is graded as distinction, pass or fail. Each assessment component is graded individually. Once all assessment components have been completed the grades are combined as described in the table below to determine the overall grade.

Knowledge Test	Practical Assessment	Professional Discussion	Overall Grade
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	
Pass	Distinction	Pass	Merit
Pass	Distinction	Distinction	Distinction
A fail in any assessment component will result in a fail overall.			

Resits and Retakes

If the apprentice fails any of the assessment components, they will be eligible for a resit or retake.

In case of a resit or a retake apprentice's overall EPA grade will be capped at a pass.

- Resit timeframe: three months
- Retake timeframe: four months

Appeals

Training Qualifications UK's Appeals Policy, including time frames, can be found [here](#).

