



Training
Qualifications UK

Training Provider Handbook

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Introduction

As one of the most creative Awarding and End-Point Assessment Organisations in the country, at Training Qualifications UK, we take pride in our innovative approach to everything we do.

Such an approach allows us to work with you to get the very best outcomes for your learners and apprentices... after all, we're here to help you do what you do.

We're here to help you do what you do

Working with Training Qualifications UK, you're not only investing in your business, but you're also investing in every single one of your learners. And why is that?

Since being approved to deliver End-Point Assessment services in April 2017, Training Qualifications UK has not once looked back. From being newbies in the industry to powering through a pandemic, every challenge faced has seen us put the apprentices first. That's one thing that will never change. Each and every apprentice journey is special to us at Training Qualifications UK, because learning, education, and all parts of the adventure have the potential to change lives.

Regardless of if it's the Education sector, Leadership and Management or one of the other various standards that we offer (or those to come!), we understand that all journeys are different and special in their own way.

Delving into the End-Point Assessment process with training providers who are just as passionate as us brings us even more excitement than the usual day at Training Qualifications UK.

Our fantastic team has put together this Training Provider Handbook to support you throughout the End-Point Assessment. While apprentices are at the heart of what we do, we also take pride in ensuring that we're here for you every step of the way. From assisting you when it comes to registering apprentices on EPAPro to Reasonable Adjustments and Special Considerations, our dedicated EPA Delivery and Operational teams are at hand to ensure you're on the right path. Not only that but our committed Customer Service Team are always a call away for any and every query.

So, if you're looking to power your apprentices forward in their careers and work with an enthusiastic, award-winning EPAO you're in just the right place. Kick back, grab a cuppa and keep reading for all your EPA needs.



Managing Director



Registering an Employer on EPAPro

Each apprentice must be assigned to an employer on EPAPro to proceed through gateway.

To register an employer, log into EPAPro, click **Employers** on the sidebar and then click **Add Employer** in the top right corner.

The following pages in this section explain how to complete the form.

It is important that you complete all required fields to avoid delays at the gateway stage.

Please ensure you keep the information up to date to assist us in allocating an End-Point Assessor and to reduce the likelihood of delays caused by inaccurate data.

If you have any questions on this process, please contact epasupport@tquk.org.

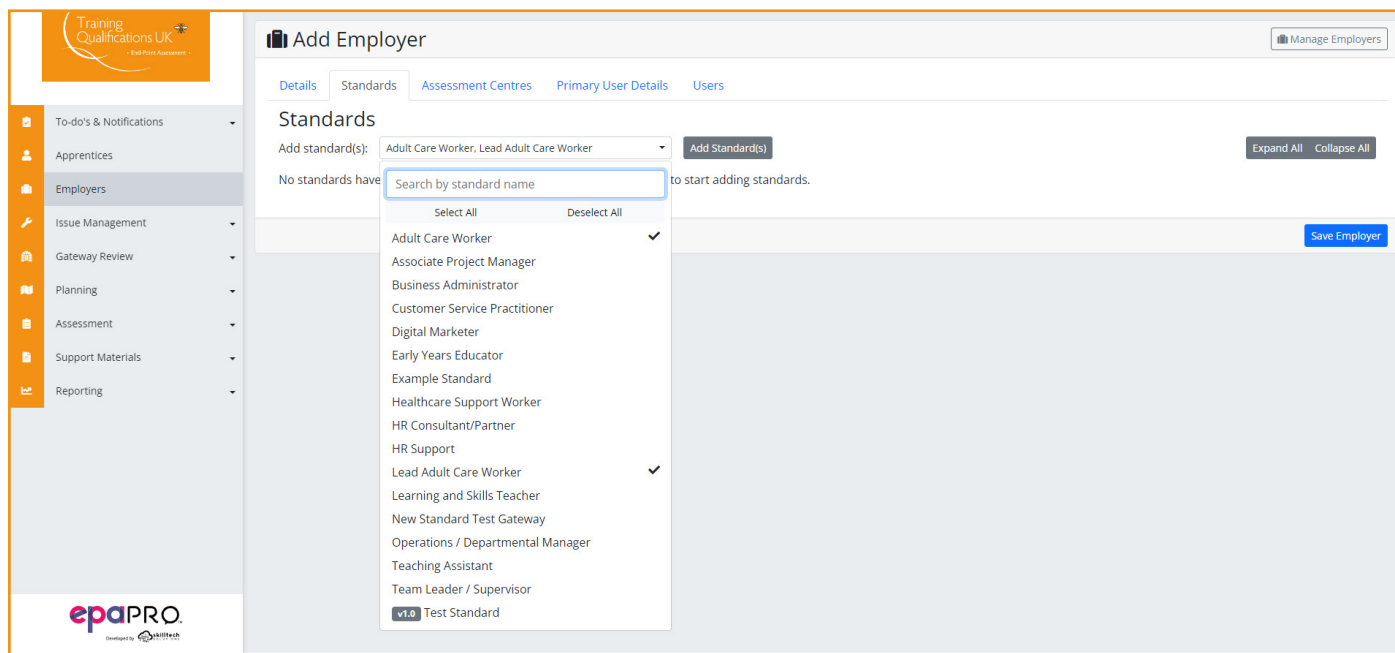
Details

On this tab, enter the details for the apprentice's employer.

All fields marked with an asterisk * are mandatory.

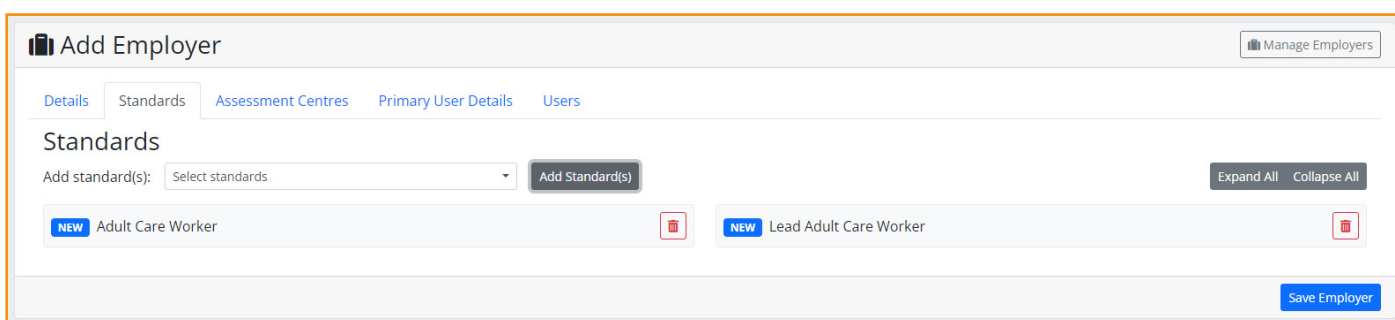
- **Provider:** This will be selected automatically
- **Employer Name*:** This is the company name
- **Company Number:** Not required
- **Website:** Not required
- **Levy Payer:** Select from the drop down menu. We require this for accurate invoicing
- **Employer Reference*:** This is the Employer Reference Number, also known as a PAYE Reference, a unique identifier issued by HMRC to an employer
- **External Employer ID:** Not required
- **Contact Name*:** This is the main person whom Training Qualifications UK should contact
- **Email*:** Please provide an address specific to the above contact, not a generic email address such as info@employer.co.uk
- **Address Line 1*:**
- **Address Line 2:**
- **Town*:**
- **County:**
- **Postcode*:**
- **Telephone*:** Please provide a direct line if possible

Standards

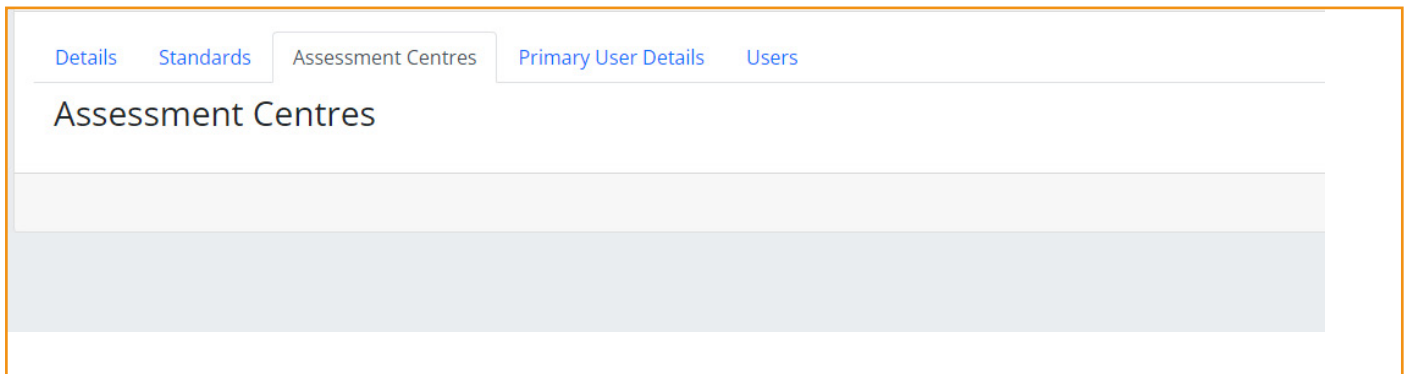


Click in the **Add Standard(s)** box to open a drop-down list. Click each standard associated with the employer and a tick will appear to indicate which standards you have selected. Click the **Add Standard(s)** button to save your selection.

The selected standards will then appear on the page, as shown below. You can remove a standard by clicking the bin icon.



Assessment Centres



This tab is intentionally blank. There is nothing you need to do here.

Primary User Details

The screenshot shows the 'Add Employer' form in the EPAPro system. The 'Primary User Details' tab is active. The form contains the following fields and options:

- Username ***: Input field containing 'anna.smith@samplecompany.com'
- Email ***: Input field containing 'anna.smith@samplecompany.com'
- Purchase Order Number**: Input field containing 'Purchase Order Number'
- Given Name ***: Input field containing 'Anna'
- Middle Name**: Input field containing 'Middle Name'
- Family Name ***: Input field containing 'Smith'
- Telephone ***: Input field containing '01234 567890'
- Allowed login methods**:
 - Login using username/password
 - Login with Google
 - Login with Microsoft

A 'Save Employer' button is located at the bottom right of the form.

In this section, you will set up an **account** for the apprentice's employer. These details are required to log in to EPAPro.

Please ensure that you provide a current email address and telephone number, as these may be used by Training Qualifications UK and End-Point Assessors to contact the employer for initial introductions and other communications, including when releasing results.

All fields marked with an asterisk * are mandatory.

- **Username***: Create a username for the employer. For convenience, this can be the same as the email address.
- **Email***:
- **Purchase Order Number**:
- **Given Name***:
- **Middle Name**:
- **Family Name***:
- **Telephone***:

Allowed login methods

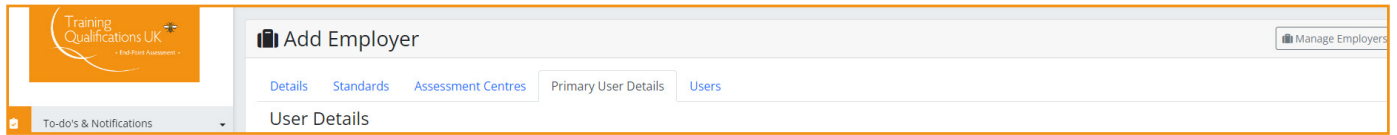
The login with username/password toggle must always be **blue**, as without this the employer will not be able to access EPAPro.

Please ensure you leave this option turned on when registering the employer on EPAPro. Once the employer has been created on the system this function cannot be changed.

When you are sure that all of the details are correct, you can click the **Save Employer** button.

Users

Training providers are unable to make changes to this tab. If the employer requires additional users to be created, please contact epasupport@tquk.org who can set up additional accounts for you.



Registering an Apprentice on EPAPro

Apprentice Registration and Withdrawal Overview

As per the ESFA guidance, please ensure your apprentices are registered **at least six months prior to gateway**. This allows us to effectively forecast and adequately resource our End-Point Assessors.

We understand that sometimes apprentices will not complete their programme. Therefore, if you withdraw them before gateway, you will receive the 25% registration fee back in the form of a credit note which can be used towards another apprentice registration for any standard.

We can only provide a refund if the withdrawal is made within 12 months of registration, and if you send a request to finance@tquk.org.

Registering Apprentices on EPAPro

This section provides guidance and information that is required when registering an apprentice EPAPro.

All of the information is required for the End-Point Assessment journey to be completed smoothly. Gathering the information before gateway will increase this efficiency once the apprentice reaches gateway.

All information should be kept as up to date as possible to assist in the allocation of resource and reduce the likelihood of delays due to insufficient or inaccurate information.

Please direct any questions on this to epasupport@tquk.org.

The steps below relate to registering an individual apprentice. If you have many apprentices to register at once, you can [bulk upload them to the system](#).

Apprenticeship Details

In this section you will provide details about the apprenticeship programme. Please make sure the information is entered correctly. Once the apprentice has passed through gateway, the information cannot be changed.

Apprenticeship Details

- **Provider:** This box will be filled automatically
- **Employer:** Select the employer from the drop-down list. If the apprentice's employer does not appear, you will need to [register the employer](#) first.
- **Standard:** Select the apprentice's standard from the drop-down list. If the standard does not appear, please contact epasupport@tquk.org
- **Specialism:** If the standard includes specialisms, you will be able to select the correct one from the drop-down list

On-Programme Assessor

These details may be used by the End-Point Assessor to contact the On-Programme Assessor when arranging the Assessment Planning Meeting as well as to copy the On-Programme Assessor into important emails.

- **Assessor Name:** First and last name
- **Assessor Phone Number:** Provide a direct line if possible
- **Assessor Email:** Provide an email address specific to the named Assessor, not a generic address such as info@trainingprovider.com

Apprenticeship Dates

- **Expected Start Date:** The date the apprentice was enrolled onto their apprenticeship
- **Expected Date Ready for EPA:** The anticipated date the apprentice will come through gateway. EPAPro will input the earliest possible date, based on the start date. Please update this, providing a current prediction, and keep it up to date if the apprentice's circumstances change
- **Expected Completion Date:** The anticipated date the apprentice will complete their End-Point Assessment. This depends on the length of the EPA window and will be automatically generated. If you have changed the expected date ready for EPA above, you must also change this date.

User

The screenshot shows the 'Add Apprentice' form in the EPAPro system. The form is titled 'Add Apprentice' and has a 'Manage Apprentices' button in the top right. The form is divided into three tabs: 'Apprenticeship Details', 'User', and 'Apprentice Details'. The 'User' tab is currently selected. The form contains the following fields:

- Username ***: jennifer.green@mail.com
- Given Name ***: Jennifer
- Email ***: jennifer.green@mail.com
- Middle Name**: Middle Name
- Purchase Order Number**: Purchase Order Number
- Family Name ***: Green
- Telephone ***: 07890123456

Below the fields, there is a section for 'Allowed login methods' with three radio buttons:

- Login using username/password
- Login with Google
- Login with Microsoft

A 'Save Apprentice' button is located at the bottom right of the form. The EPAPro logo is visible in the bottom left corner of the screenshot.

User Details

These details are required to log into EPAPro. Please ensure that you provide a current email address and telephone number as these will be used by Training Qualifications UK and by the End-Point Assessor for initial introductions, general communication, and for sending the apprentice feedback survey.

All fields marked with an asterisk * are mandatory.

- **Username***: For convenience, enter the apprentice's email address
- **Email***: The main email address for the apprentice
- **Purchase Order Number**: You may leave this field blank
- **Given Name***: The apprentice's first name. Please enter this as it appears on the apprentice's ID
- **Middle Name**: The apprentice's middle name
- **Family Name***: The apprentice's surname
- **Telephone***: The main contact number for the apprentice, typically a mobile number

Allowed login methods

The login using username/password toggle should always be **blue**, as without this the apprentice will not be able to access EPAPro.

Please ensure that you turn this option on when registering the apprentice on EPAPro. Once the apprentice has been created on the system this function cannot be changed.

Apprentice Details

The screenshot shows the 'Apprentice Details' form in the EPAPRO system. The form is divided into several sections, each with a label and a corresponding input field or dropdown menu. The fields are as follows:

- National Insurance Number:** A text input field with the placeholder 'National Insurance Number'.
- Date of Birth *:** A text input field with the value '01/01/2000'.
- Unique Learner Number (ULN) *:** A text input field with the value '1122334455'.
- Registration *:** A dropdown menu with the selected option 'ILR'.
- Gender *:** A dropdown menu with the selected option 'Female'.
- Ethnicity:** A dropdown menu with the selected option 'English / Welsh / Scottish / Northern Irish / British'.
- Reasonable Adjustments:** A large text area for entering adjustments.
- External Learner ID:** A text input field with the placeholder 'External Learner ID'.
- External AO ID:** A text input field with the placeholder 'External AO ID'.

The left sidebar contains a navigation menu with the following items: To-do's & Notifications, Apprentices, Employers, Issue Management, Gateway Review, Planning, Assessment, Support Materials, and Reporting. The 'epaPRO' logo is located at the bottom left of the page.

The details provided here are used to verify the apprentice's employment and their age against the ID provided.

All fields marked with an asterisk * are mandatory.

- **National Insurance Number:** Apprentice's National Insurance Number
- **Date of Birth*:** Apprentice's Date of Birth
- **Unique Learner Number (ULN)*:** This is a ten-digit number required by the ESFA as part of the certificate claiming process
- **Registration*:** Please select an option from the drop down menu:
 - ILR: Receiving funding from the ESFA and the certificate can be claimed.
 - Other: Funding is not received from the ESFA, but the certificate can be claimed.
 - Private: No funding is received from the ESFA and a certificate cannot be claimed.
- **Gender*:** Required for tracking achievement rates and ensuring protected characteristics are not disadvantaged by the assessment process
- **Ethnicity:** Not required, but used for tracking achievement rates and ensuring protected characteristics are not disadvantaged by the assessment process
- **Reasonable Adjustments:** You do not need to complete this at registration. Please refer to the guidance provided [here](#)
- **External Learner ID:** Not required. You can use this to enter your own reference number
- **External AO ID:** Not required

Workplace Details

Workplace Details

Please enter the details for the site where the apprentice works, not the company's head office.

- **Company Name*:**
- **Site Name:**
- **Address Line 1*:**
- **Address Line 2:**
- **Town:**
- **County:**
- **Postcode*:**
- **TAS Name:** Not required
- **Requires Covid-19 Compliance:** Turn this toggle on if visitors to the site are required to be double vaccinated against Covid-19

Workplace Mentor

Mentor in this context refers to the apprentice's line manager. The line manager will be copied into email communications from Training Qualifications UK and communications from the End-Point Assessor.

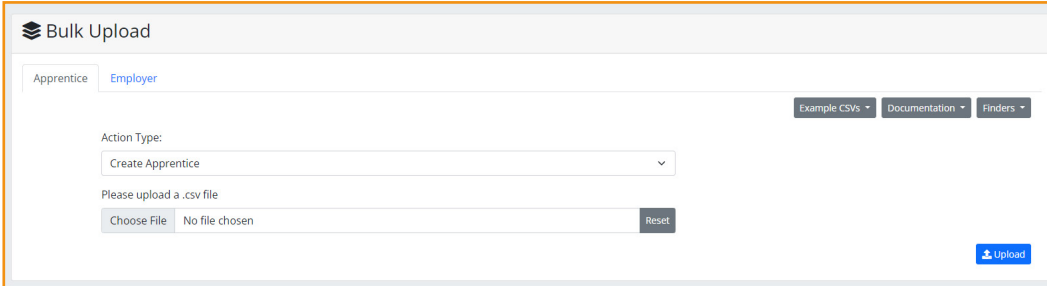
- **Mentor Name:** Please enter the line manager's full name
- **Job Title:** This will assist the End-Point Assessor in understanding the line manager's role
- **Telephone:** Enter a direct dial phone number if possible
- **Email:** Enter an email address specific to the line manager, not a generic address e.g. info@employer.co.uk

Bulk Uploading Apprentices to EPAPro

To maximise your efficiency, it is possible to upload your apprentices in bulk by using our [CSV template](#).

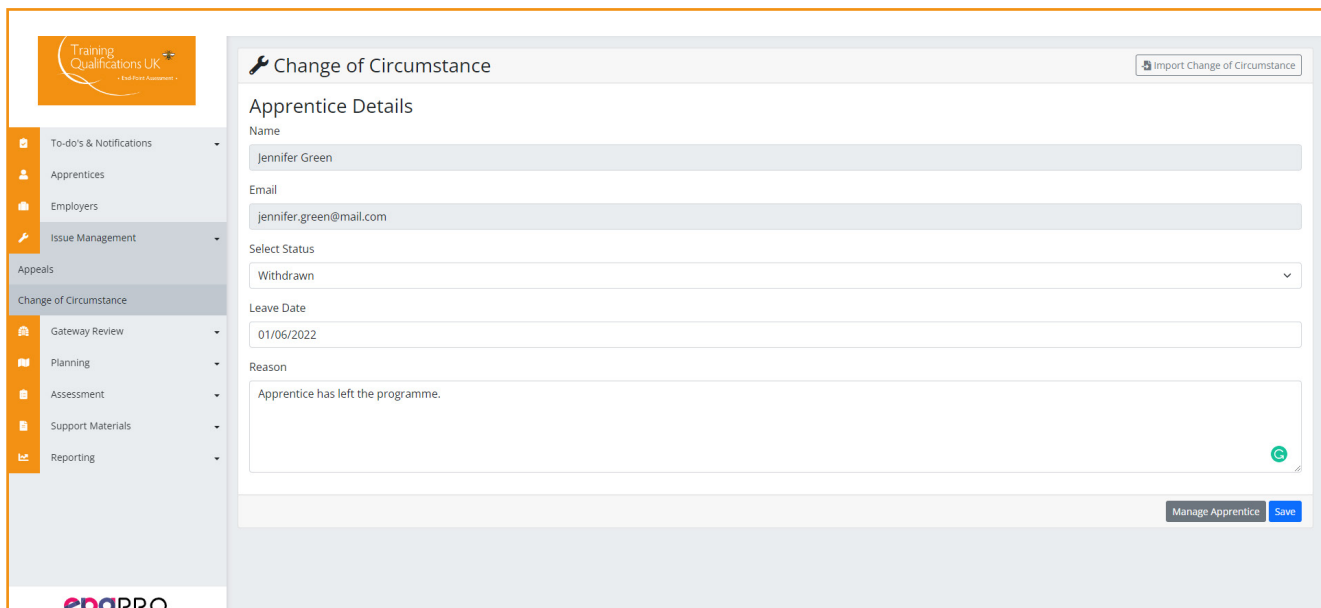
Below is a step-by-step guide to help you. It is vital that these steps are followed correctly as any errors will prevent the document from uploading.

1. Log into EPAPro.
2. In the left sidebar, select **Apprentices**. This will display a page with all of your apprentices.
3. In the top right of the page, click **Import Apprentices**. This will display the screen below:



4. In the Action Type box, select **Create Apprentice**.
5. For assistance, you can select **Example CSVs** to see how the sheet should be completed, or **Documentation** to see the rules for completing the sheet and the formatting required for each column (it is vital that these rules are followed, or the upload will not work), and **Finders** to locate the codes that are required for the following columns.
 - External_Standard_ID
 - Ethnicity
 - Employer_ID
6. When you have used all of this information to complete your spreadsheet, click on **Choose File** and upload the CSV.
7. Once uploaded, if there are any errors, they will show below the upload bar. These errors can either be corrected directly or you can amend your CSV and reupload it. Common reasons for errors that you can avoid include:
 - Incorrect External_Standard_ID
 - Incorrect ULN
 - Incorrect formatting when inputting the data into the CSV, e.g. incorrect use of capital letters or spacing.
8. Once the upload has been completed, you will see all of your apprentices on the **Apprentices** page.

Apprentice Withdrawal Process



The screenshot shows the 'Change of Circumstance' form in the EPAPRO system. The left-hand navigation menu includes 'To-do's & Notifications', 'Apprentices', 'Employers', 'Issue Management', 'Appeals', 'Change of Circumstance', 'Gateway Review', 'Planning', 'Assessment', 'Support Materials', and 'Reporting'. The 'Change of Circumstance' form is titled 'Change of Circumstance' and includes a sub-section 'Apprentice Details'. The form fields are as follows:

- Name:** Jennifer Green
- Email:** jennifer.green@mail.com
- Select Status:** Withdrawn (selected from a drop-down menu)
- Leave Date:** 01/06/2022
- Reason:** Apprentice has left the programme.

At the bottom right of the form, there are two buttons: 'Manage Apprentice' and 'Save'.

1. When logged into EPAPRO, select **Issue Management** from the left side menu followed by **Change of Circumstance**.
2. Search for the apprentice's name and click on the update button.
3. **Select Status:** Use the drop-down list to select withdrawn.
4. **Leave Date:** Enter the date that the apprentice left the programme.
5. **Reason:** Provide a brief explanation.
6. Once complete, click the Save button.

Change of Circumstance

This guide provides an overview of how to:

- Change the status of an apprentice.
- Register an existing withdrawn apprentice onto a new programme (standard) or specialism.
- Use a combination of the two to change an apprentice's standard or specialism (e.g. editing an apprentice who is registered to the wrong standard or specialism).

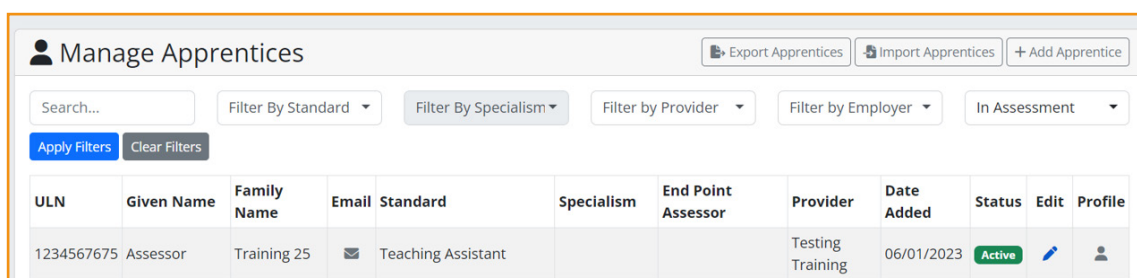
Suspended Status

Please note, apprentices can only be placed onto a **Suspended status** by training providers when they are **On Programme**. This means they are registered on EPAPro but not approved through EPA Gateway.

If an apprentice has been approved through gateway and needs to be placed on a temporary suspension, this action must now be completed by TQUK, rather than training providers.

If an apprentice needs to be temporarily suspended after being accepted through gateway, please email us, along with your reason for this, at epasupport@tquk.org. Our Customer Service Team will advise of the next steps and how to return the apprentice to assessment when they are ready..

1. To place an apprentice on **Suspended status** while they are **On Programme**, navigate to the **Apprentices** screen and click **Edit** on the chosen apprentice.



ULN	Given Name	Family Name	Email	Standard	Specialism	End Point Assessor	Provider	Date Added	Status	Edit	Profile
1234567675	Assessor	Training 25	✉	Teaching Assistant			Testing Training	06/01/2023	Active	✎	👤

2. Click the **Change of Circumstance** tab and select **Change Circumstance**.

Edit Apprentice In Assessment - Assessor Training 25

[Apprenticeship Details](#)
[User](#)
[Apprentice Details](#)
[Workplace Details](#)
Change of Circumstance
[Start New Programme](#)

Change Circumstance

If the apprentice's circumstance has changed use the button below to update their status / fill out a reason.

Change Circumstance

Changed By	Start Date of Change	End Date of Change	New Status	Reason

Save Apprentice

3. Change the status of the apprentice to **Suspended**, enter a **Leave Date** of **today** to suspend an apprentice and input a reason, then click **Save**.

Change of Circumstance [Import Change of Circumstance](#)

Apprentice Details

Name
Daisy Chain

Email
Daisy0995@gmail.com

Select Status
Withdrawn

Leave Date
Leave Date

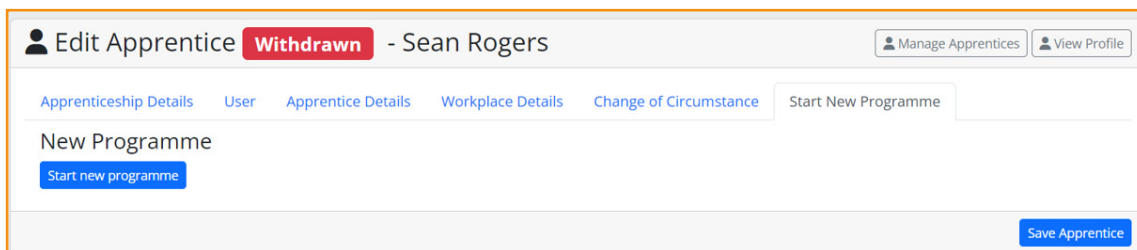
Reason
Add Reason...

Manage Apprentice Save

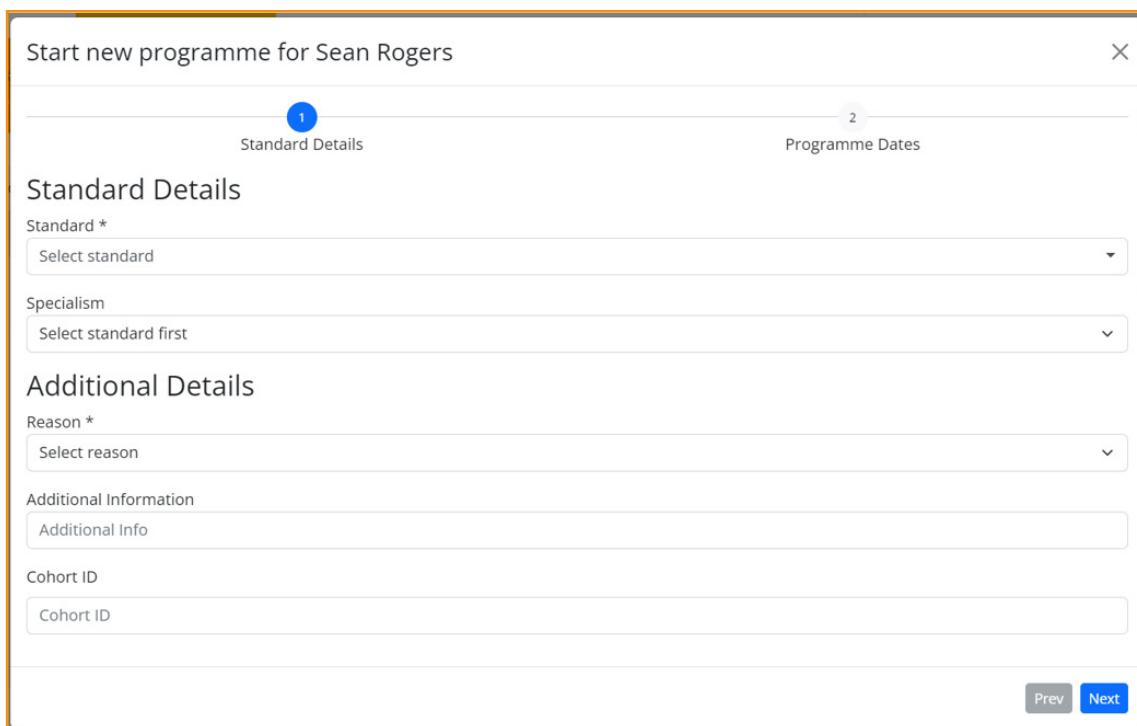
4. The apprentice will now be suspended.

Registering an Apprentice onto a New Standard

1. To register the apprentice onto a new Standard. Click **Edit** next to the apprentice’s name and navigate to the **Start New Programme** tab.



2. Click the newly available **Start New Programme** button and complete the fields available in both tabs. Complete the process by clicking **Start New Programme**.



3. The **Manage Apprentices** screen will now display the New Programme.

8614208031	Sean	Rogers		v1.1	Hair Professional	Hairdressing	Testing Training	02/03/2020	Active		
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Changing the Standard/Specialism of an Apprentice

1. If an apprentice is **On Programme** and awaiting gateway, you can edit the standard and/or specialism by selecting **Edit** next to the apprentice's name.

ULN	Given Name	Family Name	Email	Standard	Specialism	End Point Assessor	Provider	Date Added	Status	Edit	Profile	Log in as	Export	Delete
2583691472	Daisy	Chain		Early Years Educator		Assessor Training Account	Testing Training	19/12/2022	Active					

2. Under **Apprenticeship Details**, you can amend the standard or specialism using the drop-down menus.

Edit Apprentice **On Programme** - Daisy Chain

Apprenticeship Details | [User](#) | [Apprentice Details](#) | [Workplace Details](#) | [Permissions](#) | [Change of Circumstance](#) | [Start New Programme](#)

Apprenticeship Details

Provider *
Testing Training

Employer
Roberts, Saunders and Powell

Standard *
Early Years Educator

- Select standard
- Adult Care Worker
- Associate Project Manager
- Business Administrator
- v1** Children and Young People and Families Practitioner
- v1** Children, Young People and Families Manager
- Commis Chef
- Customer Service Practitioner
- v1** Customer Service Specialist

Apprenticeship Dates

Expected Start Date *
07/12/2022

Expected Date Ready for EPA *
07/06/2024

Expected Completion Date ⓘ
08/06/2024

Provider Transferred Date
DD/MM/YYYY

3. If the apprentice has been confirmed for gateway, or has been approved through gateway, you will need to use the [Suspended Status](#) section to withdraw the apprentice and the [Registering an Apprentice onto a New Standard](#) section to register them onto the correct standard/specialism.

If you require any support when updating the status of an apprentice, contact our Customer Service Team at epasupport@tquk.org or on **0333 358 3344**.

Reasonable Adjustments and Special Considerations

Training Qualifications UK is committed to ensuring that all apprentices are granted equal opportunity, in line with the **Equality Act 2010**, to receive recognition of their achievement, while maintaining the equity, validity and reliability of assessments through the application of Reasonable Adjustments and Special Considerations where appropriate.

The aim of the guidance within this section is to support training providers and apprentices when requesting Reasonable Adjustments and Special Considerations within the End-Point Assessment process for apprentices with additional support needs.

We rely on the [matrix](#), based on the Higher Education Statistical Authority's (HESA) disability grouping framework.

This information helps us in making appropriate and consistent judgements and enables us to provide a valid, reliable and manageable approach to supporting apprentices.

What is a Reasonable Adjustment?

The following definition is given by Ofqual's General Conditions of Recognition:

“Reasonable Adjustments are adjustments made to an assessment for a qualification so as to enable a disabled Learner to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the specification for that qualification.”

Reasonable Adjustment Types

During End Point Assessment (EPA) the types of adjustments offered may include, but are not limited to, changes to elements such as

- the location and timing of the assessment;
- the format, wording or type of assessment activity;
- the availability of support personnel for additional needs;
- the availability of adaptive software or hardware, or specialist equipment.

These adjustments should mirror the types of Reasonable Adjustments and additional support that the apprentice has received from their employer and/or training provider during their apprenticeship programme.

It is important that Reasonable Adjustments do not affect the reliability or validity of assessment and they should not give the apprentice an advantage over other apprentices undertaking the same assessment.

Support and Eligibility

We will support apprentices by ensuring

- the Reasonable Adjustments provide apprentices with the opportunity to demonstrate attainment against occupational competence;
- the assessment is reliable, and any person using the apprenticeship certificate to identify an individual's competence can have confidence in their skills and abilities;
- the assessment process is rigorous and fair, and the assessment activity is valid;
- the assessment is practically able to operate within available resources, following the application of any Reasonable Adjustments;
- facilities and time allow apprentices to use any commercially available mechanical, electronic or other aids in order to demonstrate achievement so long as they reflect the apprentice's normal ways of working and do not give the apprentice an unfair advantage.

A Reasonable Adjustment to an assessment will only be considered where the permanent disability, difficulty, or individual learning need experienced by the apprentice would place them at a disadvantage in comparison with persons who are not disabled.

Please note that we are unable to take into consideration **English as a foreign language** unless the apprentice has a disability in their native language.

Reasonable Adjustment Matrix

The matrix below will support Training Qualifications UK in applying appropriate and consistent judgements.

Each of the difficulties/disabilities have been overlaid with the listed assessment methods to ensure the most suitable recommended adjustments are applied for each situation and for each assessment method determined in the End-Point Assessment Plan without changing the demands of the assessment.

The support need for a particular person will be unique to that individual, and may not be listed as a need in the relevant category in the disability grouping framework, so flexibility is required.

It is also important to remember that appropriate adjustments are likely to be a continuation of the additional support that the apprentice has received during their apprenticeship.

The outcome produced by the apprentice must at all times:

- meet the requirements of the occupational standard regardless of the process or methods used;
- be as rigorously assessed as outcomes generated by other apprentices;
- be assessable;
- be a valid measure of occupational competence; and
- be able to be moderated or verified

Information provided within the matrix on the following pages was correct in January 2023. For the most up-to-date matrix please click [here](#).

Reasonable Adjustment Matrix

1. No known disability
2. Cognitive processing need such as dyslexia, dyspraxia; a need in executive function, visual processing speed, visual perception, literacy, numeracy, verbal reasoning, verbal memory, non-verbal memory
3. Social/communication need such as autistic spectrum condition
4. Long standing illness such as cancer, epilepsy, Crohn's, IBS, chronic fatigue
5. A mental health condition
6. A physical need such as crutches or wheelchair user, arthritis, paraplegia, quadriplegia, cerebral palsy
7. Hearing need
8. Visual need

Reasonable Adjustment	Observation	Practical Skills Test	Test	Project	Presentation	Professional Discussion
Extra time allowance	2, 3, 4, 5, 6, 7, 8	2, 3, 4, 5, 6, 7, 8	2, 3, 4, 5, 6, 7, 8	2, 3, 4, 5	2, 3, 4, 5, 7	2, 3, 5, 6, 7
Scribe			2, 6, 8			
Reader			2, 8			
Personal support worker in attendance	2, 5, 6, 8	2, 5, 6, 8	2, 5, 8	2, 5, 8	2, 5, 6, 8	2, 5, 8
Timed rest breaks	2, 4, 5, 6, 7, 8	2, 4, 5, 6, 7, 8	2, 4, 5, 6, 7, 8	2, 4, 5, 6, 7, 8	2, 4, 5, 6, 7, 8	2, 4, 5, 6, 7, 8
Bathroom breaks	4, 6	4, 6	4, 6	4, 6	4, 6	4, 6
Voice explanation	2, 8	2, 8				
BSL interpreter and extra time	7	7	7	7	7	7
Assistive technology - voice recognition			2, 4, 6			
Assistive technology - screen reader			8			
Assistive technology - text to speech			2, 4			
Flexibility with location				3, 4, 5, 6	3, 4, 5, 6	3, 4, 5, 6
Flexibility of time of assessment	4	4	4	4	4	4
Flexibility within the method of assessment		6	3, 4, 5, 6	3, 4, 5, 6	3, 4, 5, 6	3, 4, 5, 6
Pre-recorded evidence/delivered by video link				2, 3, 4, 5	2, 3, 4, 5	

Reasonable Adjustment Matrix

1. No known disability
2. Cognitive processing need such as dyslexia, dyspraxia; a need in executive function, visual processing speed, visual perception, literacy, numeracy, verbal reasoning, verbal memory, non-verbal memory
3. Social/communication need such as autistic spectrum condition
4. Long standing illness such as cancer, epilepsy, Crohn's, IBS, chronic fatigue
5. A mental health condition
6. A physical need such as crutches or wheelchair user, arthritis, paraplegia, quadriplegia, cerebral palsy
7. Hearing need
8. Visual need

Reasonable Adjustment	Observation	Practical Skills Test	Test	Project	Presentation	Professional Discussion
Permission to write notes						2, 4, 5
Permission to bring notes				2, 4, 5		2, 4, 5
Info presented in required format - size, font style, colour			2, 8			
Individual testing			3, 4, 5			
Paper-based option			2, 4			
Supervised assessment taken at home			3, 4, 5, 6			
Written questions to back up verbal					2, 4, 5, 6	2, 4, 5, 6
Rewording of questions/clarification if needed					2, 3, 7	2, 3, 7
Time allowance for processing verbal questions					2, 4, 5, 7	2, 4, 5, 7
Information presented in small chunks					2, 4, 7	2, 4, 7

Special Considerations

The following definition is given by Ofqual's General Conditions of Recognition:

*“Special Consideration is consideration to be given to a Learner who has **temporarily** experienced –*

- a. *an illness or injury, or*
- b. *some other event outside of the Learner's control, which has had, or is reasonably likely to have had, a material effect on that Learner's ability to take an assessment or demonstrate his or her level of attainment in an assessment.”*

Special Considerations can be a **pre-assessment or post-assessment adjustment** to cover a 'temporary' condition that may disadvantage, or may have disadvantaged, the apprentice in an assessment situation (including, for example, a temporary illness, injury or some other event outside of their control).

A Special Consideration to an assessment will only be considered where the 'temporary' condition would place the apprentice at, or has placed them at, a disadvantage in an assessment situation.

If approved, a pre-assessment Special Consideration may result in an access adjustment being made to the assessment, and post-assessment special consideration may result in either a small adjustment of a 1%-5% uplift made to the mark of the apprentice, or another appropriate adjustment.

The size of the adjustment will depend on the circumstances and reflect the level of difficulty faced. A Special Consideration should not give the apprentice an unfair advantage.

An apprentice who is fully prepared and present for a scheduled assessment **may** be eligible for Special Considerations if

- performance in an assessment is affected by circumstances beyond the control of the apprentice (e.g. recent personal illness, accident, bereavement, serious disturbance during the assessment);
- alternative assessment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate;
- part of an assessment has been missed due to circumstances beyond the control of the apprentice or;
- there is a sufficient difference between the part of the assessment to which special consideration is applied and other parts of the qualification that have been achieved to infer that the apprentice could have performed more successfully in the assessment.

An apprentice **will not** be eligible for Special Considerations if

- no evidence is supplied by the training provider that the apprentice has been affected at the time of the assessment by a particular condition;
- any part of the assessment is missed due to personal arrangements including holidays or unauthorised absence;
- preparation for a component is affected by difficulties during the course; e.g. disturbances through building work, lack of proper facilities, changes in or shortages of staff, or industrial disputes;
- the disadvantage is caused by disregard for the training provider or Training Qualifications UK requirements, recreational drugs or misreading of exam instructions;
- disruption in a controlled assessment environment is minor and momentary (e.g. a mobile phone ringing) and dealt with immediately by the assessment invigilator; or
- English is a foreign language for the apprentice, unless the apprentice has a disability in their native language.

Who can Request a Reasonable Adjustment or a Special Consideration?

1. A Training Qualifications UK recognised centre

A Training Qualifications UK recognised centre may wish to request reasonable adjustments or special considerations for a learner completing an assessment as part of a regulated qualification that is not an End-Point Assessment.

For some assessment types, a recognised centre may wish to review what reasonable adjustments or special considerations they are able to implement internally for a learner.

Requests need to be submitted **ten working days** before the scheduled assessment.

2. A training provider

A training provider may wish to request reasonable adjustments or special considerations for an apprentice completing an End-Point Assessment component.

Requests need to be submitted prior to submission through gateway.

3. A learner undertaking a regulated qualification that is not an End-Point Assessment

A learner undertaking an assessment as part of a regulated qualification that is not an End-Point Assessment with a recognised centre may wish to request Reasonable Adjustments or Special Considerations, in which case they should contact their recognised centre. Recognised centres may request these on behalf of Learners, or they may apply these themselves where appropriate after reviewing this document.

4. A registered apprentice undertaking End-Point Assessment with Training Qualifications UK

A registered apprentice undertaking End-Point Assessment with Training Qualifications UK who believes they are eligible for Reasonable Adjustments or Special Considerations must first consult with their training provider regarding the relevant component(s).

A Reasonable Adjustment or Special Consideration request relating to End-Point Assessment provision must be submitted by the training provider.

Reasonable Adjustment Form - Guide

1. Apprentice Data

You must provide the apprentice's Unique Learner Number (ULN) as well as their personal details as set out on the form below.

2. Supporting Evidence

You must provide a minimum of **two pieces of evidence, one from each category** listed below:

Medical evidence of the difficulty or disability e.g.

- medical certificates
- psychological or other professional assessment reports
- doctor's letter
- JCQ Form 8 or a Cognassist report, for dyslexia/cognitive processing/working memory issues

Employer/training provider evidence of any existing adjustments or additional support e.g.,

- an assessment of the apprentice's needs made by a suitably competent member of staff from the training provider
- history of provision for the apprentice within the training provider.

This evidence must outline what extra support the training provider has given to the apprentice, e.g. extra sessions, stating how these support the need for the requested adjustments.

3. Reason for Application

When completing this section in addition to providing the reasoning you must:

- explicitly outline what access arrangements are needed for which assessment components, e.g., a reader for a Multiple-Choice Test (MCQ);
- request additional time in percentage terms, e.g. 20% extra time for the professional discussion. The person submitting the application must specify the percentage of additional time required. Training Qualifications UK are not able to advise on this.

4. Signatures

Please ensure that forms are signed by the required parties. Unsigned forms will be rejected.

Forms are available via links on the [Forms page](#).

Special Considerations Form - Guide

All Special Consideration requests must be supported by evidence which is sufficient, valid and reliable.

1. Apprentice Data

You must provide the apprentice's Unique Learner Number (ULN) as well as their personal details as set out on the form.

2. Supporting Evidence

You must provide one piece of supporting evidence.

3. Signatures

Please ensure that forms are signed as required. Unsigned forms will be rejected.

Forms are available via links on the [Forms page](#).

When Should a Request be Made?

Reasonable Adjustments

For training providers, requests for Reasonable Adjustments on behalf of apprentices must be submitted **prior to submission through gateway**. Approved Reasonable Adjustment requests will be submitted as a gateway requirement to be discussed in the assessment planning meeting.

Special Considerations

Requests for Special Considerations must be submitted at least **10 working days before the scheduled assessment**.

Requests for Special Considerations following the completion of an assessment should be submitted immediately and not after the confirmation of results by Training Qualifications UK.

For Multiple-Choice Test (MCQ) assessments where results are immediately available, a training provider may submit requests for special considerations up to **five working days** from the date of the assessment.

Should a training provider be made aware of the need for a Special Consideration within the **10 working days** prior to an assessment after the due date for requests has passed, Training Qualifications UK advises that the assessment be delayed to a later date.

Requests for Special Consideration may only be accepted after the results of assessment have been released in the following circumstances:

- the application has been overlooked by the training provider and the oversight is confirmed by the training provider coordinator;
- medical evidence has come to light about an apprentice's condition, which demonstrates that the apprentice must have been affected by the condition at the time of the assessment, even though the problem revealed itself only after the assessment.

Training Qualifications UK will confirm receipt of the request within **two working days**. The request review stage will typically take **five working days** from the date all requested evidence was received. With more complex cases which require input from experts, Training Qualifications UK may be unable to respond in this time scale and an estimated extended response date will be communicated.

We cannot guarantee a request will be approved or denied until it is fully reviewed. Therefore, Reasonable Adjustments and Special Considerations should not be applied pre-emptively before an outcome is communicated by Training Qualifications UK.

Appeals Process

Reasonable Adjustment or a Special Consideration Appeals Process

If a training provider and apprentice wish to appeal against a Training Qualifications UK decision regarding Reasonable Adjustments or Special Considerations, please refer to [Training Qualification UK's Appeals Policy](#).

Result/Grade Appeals Process

For training providers wishing to appeal an apprentice's result/grade awarded by the End-Point Assessor the following process has been put in place.

A training provider may appeal on behalf of an apprentice if there is genuine cause to believe Training Qualifications UK has:

- made an administrative error;
- made an unreasonable exercise of academic judgement;
- failed to consistently apply its procedures.

If the training provider and an apprentice believe that this may be the case, a training provider may open an Appeal on behalf of the apprentice.

A training provider must notify Training Qualifications UK of their intent to appeal (or submit the appeal itself) within **2 weeks** of receiving the result/grade.

A training provider then has until **four weeks** after the result/grade was issued to submit an [Appeals Form](#), which describes the grounds for the Appeal, attaching any supporting evidence.

Training Qualifications UK will review the submission and give the result within **20 working days**. Note that, as a result of an appeal, results may either go up, down, or stay the same.

A training provider may either accept this result or ask that it be reviewed by an independent third party not connected with Training Qualifications UK.

The full Appeals Policy can be found on our [website](#).

Fees

Appeals may be subject to a fee.

Flowchart

Ten working days before the scheduled assessment *

Forms and Evidence

Complete the relevant [form](#), attach to and email along with any accompanying evidence and send to quality@tquk.org.

Within two working days

TQUK confirms receipt

Training Qualifications UK will confirm receipt of the request within **two working days**.

Up to five working days

Review Stage

The request review stage will typically take **five working days** from the date all requested evidence was received.

With more complex cases which require input from experts, Training Qualifications UK may be unable to respond in this time scale and an estimated extended response date will be communicated.

Five working days

Decision

Glossary

Extra time up to 25%	Where an assessment is time-constrained, an apprentice may be permitted up to 25% extra of the time allowed to complete the assessment
Extra time in excess of 25%	Where an assessment is time-constrained, an apprentice may be permitted up to over 25% extra of the time allowed to complete the assessment.
Supervised rest breaks	Supervised rest breaks, taken under assessment conditions, may be taken either in or outside the assessment room and the duration of the breaks will not be deducted from the overall assessment time.
Separate accommodation within the Recognised Centre	There may be a need to accommodate an apprentice separately from others during an assessment, often to enable the apprentice to utilise another approved adjustment while reducing distraction for others who are not requiring this adjustment
Conduct assessment at an alternative venue	In certain circumstances, the apprentice may be permitted to take an assessment at an alternative venue suited to the apprentice's requirements. Assessment conditions must still be met and the security of the assessment material maintained.
Assessment material on coloured paper	Subject to the supporting evidence, apprentices with a visual impairment or learning difficulties may benefit from having assessment material printed on coloured paper .
Assessment material in enlarged format	Subject to the supporting evidence, apprentices with a visual impairment or learning difficulties may apply for assessment material to be enlarged to a format suitable.
Assessment material in audio format	Subject to the supporting evidence, Training Qualifications UK may be able to provide apprentices with assessment material in audio format
Use of English dictionaries	Apprentices may use an English dictionary for the purpose of checking the spelling of words or finding the meaning of words and phrases.
Use of ICT	The use of ICT in this context is taken to include electronic word processor devices producing output in text during an assessment. Spelling and grammar checks must be disabled prior to the assessment taking place.
Read aloud	Apprentices are permitted to read aloud during assessments, if this reflects their normal way of working. Training providers must ensure that these apprentices are accommodated separately
Reader or computer reader	A reader is a responsible adult who reads the instructions of the question paper and the questions directly to the apprentice. This may involve reading the whole paper to the apprentice or the apprentice may request only some words to be read. A computer reader is computer software which accurately reads out text but does not decode or interpret the paper
Prompter	A prompter is a responsible adult who can refocus a apprentice with severe attention problems. A apprentice may benefit from the use of a prompter in timed assessment situations to draw their attention back to the assessment task.
Scribe	A scribe is a responsible adult who may write, type or word process a apprentice's dictated answers to the questions during an assessment. Where there is evidence of need, a scribe may be allowed in all assessments where writing or keyboarding is not the competency being assessed.
Transcriber	A transcriber is a responsible adult who will produce a transcript to assist the examiner/assessor in the assessment of a apprentice's work. The examiner/assessor will assess the work and will only refer to the transcript if it is impossible to decipher any part of the apprentice's response. In some instances the examiner/assessor may refer solely to the transcript.

Gateway - Guidance and EPAPro Upload

Introduction

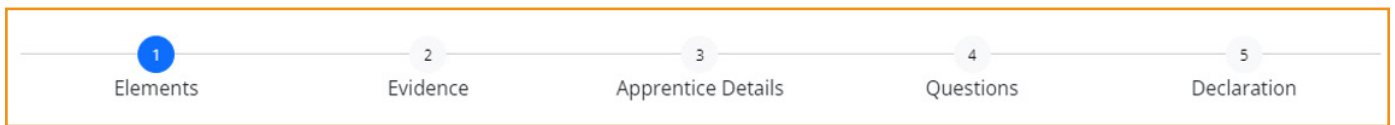
Although each standard requires a different selection of documents to be uploaded, some documents such as Apprentice ID, Functional Skills Evidence and Gateway Declaration are relevant to all standards.

In this section we will aim to provide an overview of what the requirements are for different documents as well as how to upload them to EPAPro.

Standard-specific Gateway Meeting Record and Requirement Guidance Documents are available on EPAPro.



Apprentice Details Tabs



A dark blue vertical panel containing five white rounded rectangular buttons labeled 1. Elements, 2. Evidence, 3. Apprentice Details, 4. Questions, and 5. Declaration.

This is where you will need to upload gateway documents.

Optional submission notes.

Apprentice's personal details.

Gateway logistics questions.

Confirmation that all of the above is accurate.

Elements

In this section, you will be given a list of documents to upload as evidence that the apprentice is ready for gateway.

List of documents that could be required at gateway

Apprentice Identification
Gateway Declaration
Functional Skills English and Maths - Evidence of achievement at Level 1 or at Level 2
Diplomas and Certificates
Portfolio with Mapping and Tracking Form
Project Scope
Self-Assessments

Elements - Apprentice Identification

Apprentice Identification is required for all gateways.

Acceptable Evidence

- a valid passport
- a valid driver's licence
- a valid staff photo ID card

Ensure the photo or scan is clear - avoid poor lighting, shadowing or reflections.

If the staff ID card does not use the apprentice's full name, we require a signed photo ID declaration form from the employer. This can be downloaded from EPAPro.

In the instance where an apprentice cannot provide one of the three listed acceptable forms of identification, we will accept a clear passport quality photograph of the apprentice, alongside a signed declaration from the employer.

The declaration must include the apprentice's name and photo and state the following:

"I can confirm that the photograph provided is a true likeness of the named apprentice."

This should then be followed with the employer's name, signature and date, which must also be clearly recorded. An example is below and a template is available [here](#).



Apprentice Name: Susan Bloggs

I can confirm that the photograph provided is a true likeness of the named apprentice.

Hannah Wall



14. 01. 2020

Elements - Gateway Declarations

Standard-specific Gateway Declarations are available on EPAPro and are included in the Gateway Meeting Record and Requirement Guidance document.

A signed Gateway Declarations form is required for all gateways.

Acceptable Evidence

- Training Qualifications UK Gateway Declarations signed by the apprentice and their employer

It is **imperative** that this document is signed by the apprentice, their employer and the training provider.

We require the signatures for the following reasons:

- Apprentice - to enable Training Qualifications UK to issue an apprenticeship certificate via the Education and Skills Funding Agency (ESFA)
- Employer - to confirm that the apprentice has met the requirements for gateway and is ready for End-Point Assessment
- Training provider: confirm that the gateway meeting has taken place and that the contents of the gateway form are correct. Additionally, ensure that the apprentice has achieved the mandatory **On-Programme** qualifications (where applicable) and that this has been verified and uploaded to EPAPro. Only when these requirements are met, the apprentice is considered ready to undertake the EPA.

Gateway Meeting Record and Requirements Guidance Table of Contents >

Signatures of Consent

Please ensure you are using [Adobe Acrobat Reader](#) to edit, sign and save this document. For support in relation to electronically signing this document, please click [here](#) to view a short guidance video.

By signing below sections, in addition to the statements aligned to each individual, all parties confirm that the product of this tri-party meeting was agreement that the Apprentice:

- is, in their view, competent in the role and therefore ready to do the EPA;
- has achieved mandatory on-programme qualifications (where applicable) and this has been reviewed and uploaded to EPAPro;
- has met the minimum duration of on-programme learning for this Standard;
- has achieved other specific requirements where these are listed in the Assessment Plan.

For guidance on this section, please click [here](#).

Apprentice	
Statement	I, the named Apprentice, confirm I am ready for my End-Point Assessment and give consent for Training Qualifications UK to claim for my Apprenticeship Certificate on my behalf two weeks following my overall End-Point Assessment result being published on EPAPro.
Name:	
Date:	
Signature:	

Line Manager	
Statement	I, the Employer, confirm all of the below: <ul style="list-style-type: none"> • the contents of this Gateway Meeting Form are correct; • the Apprentice is, in my view, competent in the role and therefore ready to do the EPA; • the Apprentice has achieved mandatory on-programme qualifications (where applicable) and evidence has been verified and uploaded to EPAPro; • the minimum duration of on-programme learning for this Standard has been met; • the Apprentice has achieved other specific requirements where these are listed in the Assessment Plan.

Elements - Functional Skills - Maths and English

Functional Skills in Maths and English are required for all gateways. We are required to validate different evidence depending on the level of the standard.

Apprenticeships at Level 2

- Level 1 Qualification/Certification in Functional Skills English
- Level 1 Qualification/Certification in Functional Skills Maths

Some apprentices may be required to attempt Level 2 Functional Skills. Training providers are required to store this evidence locally, but Training Qualifications UK are not required to validate it at gateway. For further information, see our [Level 2 Apprenticeships Functional Skills Guidance](#).

Apprenticeships at Level 3 and above

- Level 2 Qualification/Certification in Functional Skills English
- Level 2 Qualification/Certification in Functional Skills Maths

The gov.uk website provides an [up-to-date list of the qualifications that are accepted](#) as meeting the minimum English and Maths requirements at level 2 and above.

Please see the information on [Certificates and Diplomas](#) to see the types of evidence we can accept as proof of a Functional Skills achievement.

Elements - Certificates and Diplomas

This information applies to Functional Skills and any other qualifications required by the apprenticeship standard.

Acceptable Evidence

- Certificate of Completion – This can be provided as either a photo, a screen grab or photocopied version of the original certificate
- Personal Learning Record (PLR) - To access further information on obtaining PLR please click [here](#)
- Statement of results
- Endorsed Certificate – This can be provided as either a screen grab/photo or photocopied version of the original certificate

All Diplomas and Certificates uploaded to Gateway evidence **must contain as a minimum:**

- the apprentice's full name;
- the full name of qualification (including awarding organisation name and/or qualification number);
- the grade awarded (where applicable), and;
- the date of achievement.

Elements - Portfolio with Mapping and Tracking Form

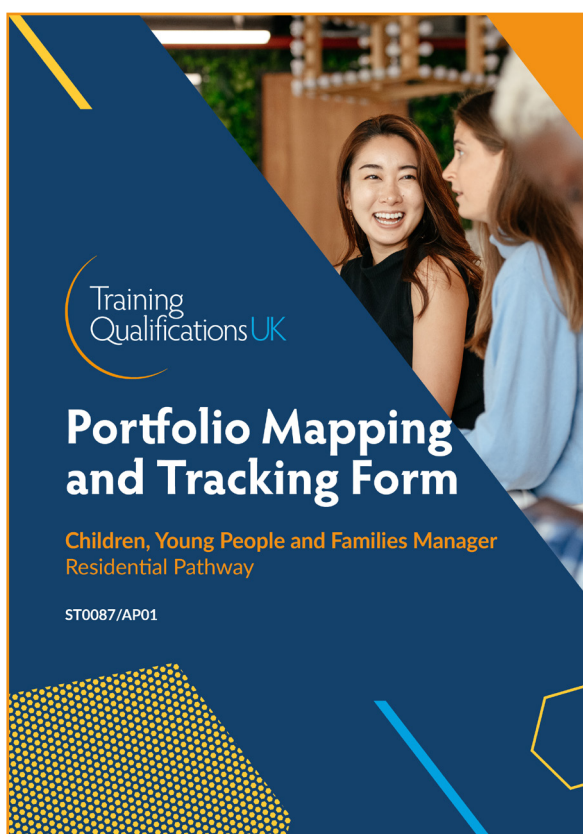
Acceptable Evidence

- Portfolio in **.zip** format
- Training Qualifications UK Mapping and Tracking Form

For some apprenticeship standards, the apprentice must produce a Portfolio of Evidence. We request that you submit this in **.zip** format at gateway.

We also require a Mapping and Tracking Form. This can be downloaded from the standard-specific section in the Resources area on EPAPro. The form must be completed in full.

It is important that all evidence that is listed in the Mapping and Tracking Form is included in the **.zip** folder. Missing evidence will result in the gateway being rejected.



Portfolio Mapping and Tracking Form for Children, Young People and Families Manager [Table of Contents >](#)

Apprentice Name:

Guidance

Once completed, your Training Provider will upload this Mapping and Tracking Form and your Portfolio of Evidence to EPAPro at Gateway. Please submit the Portfolio in .zip format.

It is recommended that your portfolio consists of five pieces of evidence that cover all or the majority of the KSBs assigned to the Professional Discussion. If there are any KSBs remaining, you may list additional pieces of evidence to cover these in the Mapping and Tracking table overleaf. Any evidence attached but not listed will not be reviewed by your End-Point Assessor.

Portfolio Contents

Within this table, you can list up to five pieces of holistic evidence that cover all or the majority of the KSBs assigned to the Professional Discussion.

Evidence Number	File Name
1	
2	
3	
4	
5	

Version 1.0 | 2

Elements - Project Template/Scope

Acceptable Evidence

- Training Qualifications UK Project Template/Scope

Some standards require the apprentice to submit a **Project Template** or a **Scope**, outlining what they intend to do in their project and how this will allow them to meet the KSBs.

For these standards, you can download a **Project Scope Template** or a **Project Template** from the standard-specific section of EPAPro. You will submit this at gateway. The apprentice’s End-Point Assessor will decide on its suitability and inform the apprentice of their decision at the Assessment Planning Meeting.

Work-Based Project Scope Template for Learning and Development Consultant/Business Partner	
Apprentice Name:	Click or tap here to enter text.
Project Title:	Click or tap here to enter text.
Project Background	
What does your organisation do? (Its vision, mission, values, strategy, plans, stakeholders, external market and sector, and the opportunities and challenges it faces)	Click or tap here to enter text.
What is the business problem/requirements? (How, why, when and where has the learning need arisen?)	Click or tap here to enter text.
Does your project cover the end-to-end consultancy project process, including each of the key elements?	<input type="checkbox"/> Analysis <input type="checkbox"/> Research <input type="checkbox"/> Option development <input type="checkbox"/> Consultation/collaboration <input type="checkbox"/> Implementation <input type="checkbox"/> Evaluation
Project Aspects	
Methodologies and Best Practice	Click or tap here to enter text.
What: <ul style="list-style-type: none"> • adult learning paradigms, theories and models have you used? • diversity and inclusion requirements have you incorporated? • research and best practice have you included? • change management methodologies have you included? • consultancy tools/techniques have you applied? How will you: <ul style="list-style-type: none"> • present relevant, credible and innovative solutions logically to your stakeholders to gain their buy-in? • initiate the design of L&D interventions? • monitor implementation of the intervention? 	
Using Data	Click or tap here to enter text.
What: <ul style="list-style-type: none"> • business, L&D and HR key performance indicators will provide a picture of how the business is performing? • approach will you use to measure the impact/ROI/expectations? How will you: <ul style="list-style-type: none"> • collect qualitative and quantitative data throughout the training cycle? • identify trends and anomalies in the 	

Version 3.0 | 4

Elements - Self-Assessment Record

Acceptable Evidence

- Training Qualifications UK Self-Assessment Record
- Self-Assessment Record which meets the requirements of the standard

Some apprentices must undertake **self-assessment** in the final month of their apprenticeship to enable them to be confident of having taken on board all aspects of the job role.

For these Standards, Training Qualifications UK provides a **Self-Assessment Record** on EPAPro.

This **self-assessment** is uploaded to gateway to show competence to us, as the End-Point Assessment Organisation, that the apprentice is ready for End-Point Assessment, and is also used by our End-Point Assessor as a source of evidence to prepare for the **professional discussion** component.

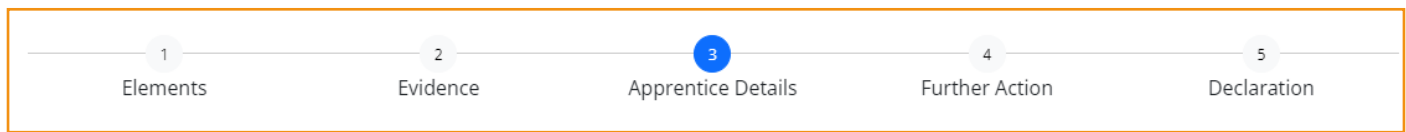
Evidence

The screenshot displays the 'Evidence' section of the EPAPro system. At the top, a progress bar indicates the current step is 2, 'Evidence', out of five steps: 1 Elements, 2 Evidence, 3 Apprentice Details, 4 Questions, and 5 Declaration. The main content area is titled 'Evidence' and contains a 'Notes' section with a text area for 'Optional Submission Notes'. At the bottom right, there are 'Prev' and 'Next' buttons.

Evidence

Unless you have been asked by a member of Training Qualifications UK staff to add information here, please leave this section blank.

Apprentice Details



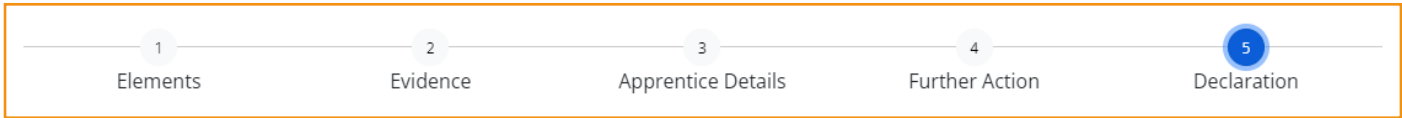
Personal Details
Unique Learner Number
First Name
Last Name
Email Address
Ethnicity
Gender
Date of Birth
National Insurance Number
Reasonable Adjustments
Site Details
Company Name
Address Line 1
Address Line 2
Town
County
Postcode
Mentor Details
Mentor Name
Job Title
Phone Number
Email Address
Apprenticeship Details
Employer
Assigned Standard
Specialism
Start Date
Expected Ready for EPA Date
Expected Completion Date

This Tab will be pre-populated from the details submitted during the [Apprentice Registration Process](#).

Please take the time to ensure that these details are accurate.

If they are, click on the **Confirm Apprentice Details** toggle and if not, click on the **Edit Apprentice Details** button.

Declaration



Please read the declaration carefully before signing on behalf of the training provider.

Approval & Declaration

Please ensure that all components are approved

- Apprentices Identification
- Level 2 Care Qualification
- Care Certificate
- Functional Skills - English Level 1
- Functional Skills - English Level 2 (Attempt)
- Functional Skills - Maths Level 1
- Self-Assessment Record
- Gateway Declaration
- Functional Skills - Maths Level 2 (Attempt)
- Gateway Questions with Face-to-Face Option and Exam Booking

By signing this declaration, I confirm that I am authorised to provide apprentice information and documentation relating to their gateway readiness. I also confirm that the information provided is whole, authentic and accurate to the best of my knowledge and where information has been provided by a third party (e.g. employer) they have consented to the sharing of this information.

In line with TQUKs centre agreement, any case determined to be maladministration or malpractice may result in penalties for the associated party, including but not limited to withdrawal of its Centre Status or EPA Status.

Name	Signature
<input type="text" value="Admin"/>	
Gateway Completion Date	
<input type="text" value="17/05/2022"/>	<input type="button" value="Clear Signature"/>

Assessment Planning Meeting

The Assessment Planning Meeting (APM) is the first time the apprentice, the employer and the **On-Programme Assessor** have an opportunity to meet the End-Point Assessor.

APMs are conducted via Microsoft Teams and usually last around 30-45 minutes.

This meeting is a fantastic opportunity for the apprentice to ask any questions they have about the End Point Assessment. The End-Point Assessor will always remain independent and they cannot give additional assistance, other than clarifying the assessment requirements.

The apprentice's employer and **On-Programme Assessor** are encouraged to attend the meeting. This is to ensure they are fully aware of the dates and times agreed, and so that the employer can provide the necessary location and time away from work for the apprentice to undertake the assessment.

Sign Off

If EPA contains a project or other piece of work (e.g. case study) that requires a scope or synopsis to be signed off by the End-Point Assessor, this will be done during the APM.

Assessments Dates and Times

Formal assessment dates will be agreed. Following these dates being set any short-notice cancellations will result in a cancellation fee being charged.

If the Assessment Plan outlines a specific EPA window, this will be discussed during the APM so that all parties are aware of the time frame in which the EPA must be completed.

Apprentice Resources Overview

Apprentice Handbook

The primary aim of the [Apprentice Handbook](#) is to inform and reassure. Focussing on the fact that those reading it are unlikely to have had any previous experience of apprenticeships and End-Point Assessment, the content is detailed without being overwhelming.

The content ranges from who's who in the world of apprenticeships, to information about our resources, assessment methods, controlled environments, results and feedback, cancellations, and resits and retakes.

Apprentice Pack

Apprentice Packs are standard-specific resources providing information about each stage of the EPA. They are designed as interactive PDFs, enabling apprentices to use them as check lists or write notes on them.

As Apprentice Packs are standard specific, the information in each will be different. In the majority of cases we will provide:

- **Flowchart** - showing timings from gateway to certification
- **Gateway Requirements** - listing all evidence required at gateway
- **Assessment Methods** - explanation of each assessment method, assessment order (if applicable), duration, location requirements, KSBs, grading descriptors
- **Resits and Retakes** - standard-specific information pertaining to the number of attempts and any window within which resits or retakes must be taken



Templates

For some assessment methods, we provide templates that can be downloaded from EPAPro or via links in the Apprentice Packs.

Mock Tests

For standards with Multiple-Choice Tests (MCQs), we provide mock papers to help apprentices prepare.

Use of Notes

In many assessments, apprentices are permitted to bring notes. Whether notes are allowed will be clearly stated in the standard-specific Apprentice Pack or Apprentice Brief for an assessment.

When notes are permitted, the following rules must be adhered to:

- Notes must fit on two sides of A4 paper
- Notes must not be aligned to specific Knowledge, Skills or Behaviours or the relevant pass/merit/distinction criteria;
- Notes should be bullet pointed, not lengthy paragraphs;
- Notes must not contain key Knowledge elements (e.g. definitions of terms required by Knowledge Criteria);
- Notes must not be pre-scripted responses

Controlled Environment

What is a Controlled Environment?

Controlled environments are required for various assessments, whether they are conducted face-to-face or remotely.

For the purpose of this Handbook and all associated assessment practices where Training Qualifications UK undertakes assessments as the named End-Point Assessment Organisation, the term **Controlled Environment** is defined as:

“A suitable space where assessments can be undertaken safely with no disturbance or external interference.”

The Controlled Environment:

- is a clearly designated area which is quiet and will be undisturbed for the entirety of the assessment, meaning no persons outside of those directly involved with the assessment will be present or have access to this space during the assessment;
- prevents apprentices from having access to or sight of other apprentices' work, intentionally or otherwise, where multiple apprentices are undertaking assessments as permitted by the relevant **Assessment Plan**;
- is sufficiently heated, with adequate lighting and ventilation;
- is free from distraction including excess noise, enabling good quality audio and/or video recording to take place, as required;
- is free from visual or physical access to supporting materials if not permitted by the **Assessment Plan**;
- permits the assessment to take place safely, without risk of harm or injury to those involved in the assessment;
- is accommodating of any agreed **Reasonable Adjustments** or **Special Consideration** requirements;
- provides ample space for the assessment activities to take place uninterrupted;
- provides the required equipment for the assessment to be conducted in line with the specific **Assessment Plan**.

Best Practice Guidance

The following points represent additional guidance which is deemed as best practice for supporting assessments in **controlled environments** and should be followed where possible.

- display clear signage outside of the assessment environment to indicate an assessment is taking place and restrict access;
- raise awareness of restricted access to further protect the assessment environment;
- ensure that the environment does not permit any assessment content to be overheard;
- place a clock in clear sight.

Cancelling and Rescheduling

EPA is a formal assessment and as such, **cancellations** and **rescheduling** are extremely rare. It is therefore important to give serious consideration to the dates that are agreed to during the APM.

Additionally, **cancellations** or **rearrangements** of an assessment giving fewer than **five working days'** notice will result in the training provider being charged an additional fee.

If a **cancellation** is required for any reason, the apprentice should make their End-Point Assessor, On-Programme Assessor and employer aware as soon as possible.

Upon **cancellation**, the apprentice should discuss with their End-Point Assessor, employer and training provider a new date for the assessment to be carried out.

If an assessment is interrupted by technical issues or circumstances outside apprentice's control, the End-Point Assessor will attempt to reconnect with the apprentice using the same method as initially attempted. If this does not work, they will attempt to contact the apprentice through the given contact number and will continue the assessment if possible.

Cancellations or **rearrangements** may result in additional fees - please click [here](#) for further information.

Results and Feedback

The apprentice's grade will be published to their **Apprentice Profile** on EPAPro within **10 working days** of the final assessment taking place.

To locate the results:

1. Type the apprentice's name in the search box at the top of the screen and click their name.
2. In the **Apprentice Details** pop-out that appears, click the **View Profile** button at the top. The grade achieved will be shown on this screen.
3. To view their detailed feedback, click **Files**. In this section, you will find feedback and a completion letter.

To set up bespoke daily reports that show all results that have been published, please contact us at epasupport@tqk.org.

Resits and Retakes

If an apprentice fails one or more **End-Point Assessment** methods, they may be offered a resit or a retake. If an apprentice passes their assessment, they are not permitted to resit or retake it to attempt to achieve a higher grade.

A resit does not require further learning, whereas a retake does. The employer must agree that either a resit or retake is an appropriate course of action. It is expected that an apprentice will have a supportive action plan in place to help them to prepare.

Some standards limit the number of attempts the apprentice is permitted to make.

The apprentice's grade may be capped at a pass when undertaking a resit or retake, according to the standard.

If the apprentice wishes to resit or retake an assessment, the training provider must submit a formal notification using the following links:

- To book a resit for an MCQ click [here](#).
- To book a resit for all other components click [here](#)

All resits or retakes must be taken within the EPA window required by the **Assessment Plan**.

The first resit for Multiple-Choice Tests (MCQs) is free of charge. All EPA fees can be found in our [Fees Document](#).

FAQs

What are Training Qualifications UK's Service Level Agreements?

- Gateway Reviews – 24 Hours
- Assessor Allocation - 24 hours
- Assessor Contact – **five working days** from gateway acceptance
- Average time from gateway to Result notification – **eight weeks**

Result SLA – Whilst our official SLA for results is **10 working days** from the final assessment taking place, results are issued within an average of four working days.

What are your opening hours?

Our office is open Monday to Friday, 8.30am – 5pm. We are closed on Saturdays and Sundays.

How soon do I need to register my apprentices with Training Qualifications UK?

As per the ESFA Funding rules, apprentices must be registered **six months** ahead of an expected EPA Date.

Training Qualifications UK use the EPA Dates provided on EPAPro to inform internal planning and booking arrangements, therefore It is important that all EPA dates provided are kept up to date to ensure a smooth apprentice journey.

How do I book an account review?

You can book a call with your Business Development contact at any point. For an account call to discuss Service Level Agreements, processes, or to share feedback please email support@tquk.org

How do I book Gateway Requirements support call?

To book a training session, please contact our Customer Service Team support@tquk.org who would be glad to organise a session with one of our Subject Experts.

How do I book an EPAPro support or training session?

Our Customer Service Team are on hand to offer system training. During this call we can also set up bespoke reports to suit your needs. To book a system support call, click the support@tquk.org

Will there be an upfront charge for registration of Apprentices for End-Point Assessment?

At registration, you are required to pay 25% of the overall price. At this stage, the apprentice, training provider, and the employer will be provided with access to EPAPro.

Once the apprentice has passed through gateway the remaining 75% will become due and the End-Point Assessment process will commence. Once the apprentice has passed through gateway the remaining 75% will become due and the End-Point Assessment process will commence.

Forms, Documents and Contacts

Forms

- [Reasonable Adjustment Form](#)
- [Special Consideration Form](#)
- [Resit Form for Multiple-Choice Tests](#)
- [Resit Form for all other components](#)
- [ID Declaration Form](#)
- [Appeals Form](#)

Documents

- [EPA Fees](#)
- [EPA Windows](#)

Contacts

- Office phone: 0333 358 3344
- Customer Service Team: support@tquk.org
- EPA Support Team: epasupport@tquk.org
- Finance Team: finance@tquk.org

