

		
<b>ISSUED BY:</b>  Head of EPA  Caroline Walton	<b>End-Point Assessment</b>  <b>POLICIES &amp; PROCEDURES</b>	<b>ISSUE DATE:</b>  OCTOBER 2022  <b>REVIEW DATE:</b>  OCTOBER 2023
	<b>EPA Cancellation/Non-Attendance Policy</b>	<b>ISSUE : V4</b>

## Scope and Purpose

The purpose of this policy is to outline the Explosive Learning Solutions (ELS) rules and regulations relating to the cancellation and non-attendance of End-Point Assessment (EPA). This policy outlines the procedure for making a cancellation and details potential charges for late cancellations and non-attendances.

**Cancellation:** cancellations can be made up to 10 working days' prior to the assessment date at no additional charge.

**Late Cancellation:** cancellations made less than 10 working days' prior to the assessment date will be subject to a late cancellation fee. Amounts are detailed later in this policy.

**Non-Attendance:** a non-attendance is defined as an apprentice being absent from an assessment without any prior notification. A Non-attendance will be charged. Amounts are detailed later in this policy.

## Cancellation Procedure

Cancellations can be made up to 10 working days prior to the assessment date at no additional charge. To make a cancellation, the apprentice, training provider or employer must contact ELS via email, phone or post, detailing the following:

- who the apprentice is
- the planned date for assessment
- what assessment component/booking they are cancelling
- the reason(s) for the cancellation

An EPA Coordinator will receive the cancellation notification and send an acknowledgement response within 2 working days. The ELS EPA Coordinator will then work to rearrange the assessment date to suit both Apprentice and Assessor availability.

## Charges/Fees

If a cancellation is made less than 10 working days before the assessment date, there will be a cancellation fee to pay. Similarly, a non-attendance will result in the training provider being charged. The fee is dependent on the assessment component being missed:

Assessment Component	Cancellation Fee	Non-Attendance Fee
Knowledge Test	£25	£50
Professional Interview/Discussion	£50	£100
Presentation with Q&A	£75	£150
Practical Demonstration/Role Simulation	£100	£200

If fees are need to be charged, ELS will contact the training provider directly via email, detailing the charges amounts and outlining the payment process. All fees must be paid within 30 working days of the notification being received.

## Cancellations and Non-attendance by the IEPA

In the case of an Independent End-Point Assessor (IEPA) cancelling or failing to attend an assessment, the Training Provider will not be charged.

The EPA Scheduling Team will work to reschedule the assessment as soon as possible, whether with the same IEPA or a different one depending on the reason for cancellation/non-attendance. The apprentice will be notified via email of the new assessment date as soon as confirmed.

## **Contacts**

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