



# **End Point Assessment Service**

## **Fees and Cancellation Policy**

Version 3

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# 1. OVERVIEW AND SCOPE OF THE POLICY

## Scope of the policy

This policy covers the delivery of end point assessment (EPA) by PIABC Limited, which are subject to internal and external quality assurance.

The policy also forms part of a suite of PIABC Limited policies, all of which are designed to:

- protect apprentices who are registered with us
- minimise the risk of an Adverse Effect occurring
- help support us and all other individuals involved in risk management and risk minimisation
- help ensure we and all individuals comply with all relevant legislation and guidance
- help improve and refine our products and services.

For our customers, this policy supports the compliance with the Contract. It does not replace any of the requirements contained within that Contract. Non-adherence to our policies may constitute Maladministration, Malpractice and/or a breach of the Contract. Please ensure all policies are read and implemented carefully.

This policy should also be read in conjunction with the following End Point Assessment Service policies, which are available on our platform and from the EPA Team:

- Contract
- Whistleblowing Policy
- Complaints Handling Policy

## What is the purpose of the policy?

This policy is aimed at our customers and apprentices who are using PIABC Limited products and services where there is a fee to be paid for access and utilisation of these products and services. In addition, the policy details the impact of cancellations on agreed assessments and the effects on timely completion, further fees, and certification.

The purpose of this policy is to outline:

- the fee structure for EPA standards
- the cancellation policy and timescales

This document must be used in conjunction with the Education and Skills Funding Agency (ESFA) 'Conditions for organisations on the register of End Point Assessment Organisations'.

## Reviewing the policy

PIABC Limited will review this policy regularly and where otherwise necessary and may revise it as required in response to the findings of any review.

## Complaint

Customers have the right to express their dissatisfaction regarding our actions, products, or services. The *End Point Assessment Service - Complaints Handling Policy* outlines when PIABC Limited will and will not accept a complaint, and when our decisions are final. Please see our *End Point Assessment Service - Complaints Handling Policy* for more information.

## 2. DEFINITIONS

### Overview

The transition from frameworks to standards has created the requirement for an independent body to be responsible for EPA of the customers' choosing. The EPAO must be registered and have successfully made an application for the standard that they wish to End Point Assess.

Each customer who has apprentices on a standard must choose an EPAO that their training customer will work with to ensure that when the apprentice is ready to pass through Gateway. The chosen EPAO will be ready to accept them and start work to get their respective assessments arranged and completed.

Once an apprentice has successfully completed all the elements that make up their apprenticeship and is endorsed as such by their employer/training customer, they can enter the Gateway. At that point, the customer will incur the fees as detailed in the price list for each standard.

### Definition of fees

Each apprenticeship standard has an associated financial banding. In the associated assessment plan that details the methodologies and components that make up that standard, it has a recommendation on what the EPA fee should be. In some cases, it is a very specific banding of what the range of fees could be based on the standards total banding.

In certain standards the assessment plan is specific to exactly what percentage the EPA fee should be based on the standards total banding.

The fee is payable once the apprentice has been confirmed as ready to enter Gateway and enters EPA system.

### Definition of cancellation

Each standard has multiple assessment methodologies. These are arranged once the apprentice has entered Gateway and has been confirmed and endorsed as being ready to take the associated assessments for their standard.

The assessments are booked with the customers and apprentice to ensure that the assessment can take place in a timely, secure, and productive manner. Once an assessment has been booked and agreed, any changes to date, time, location and/or apprentice within 24 hours of the EPA activity is deemed as a cancellation of the original booking and subject to the retake fees for any and all of the individual methodologies depending on how many were cancelled.

The detail of the fees for the retakes can be found on our platform, where an individual price for each methodology is detailed to allow the customer to clearly see the fees associated with a cancellation for each standard.

### Definition of 'no show'

Should the EPA team allocate Independent End Point Assessor (IEPA) resources to conduct an assessment and the apprentice does not participate in that assessment without prior notice, this will be deemed as a 'no show'. In this situation the EPA Team will charge the full assessment cost and additional expense incurred in setting up the assessment in full.

Additional costs may include travel, accommodation, subsistence, mileage, materials and rescheduling activities and admin. The re-booking of the assessment will be in line with the retake fees for each methodology of a given standard.

### 3. FEES

The EPA should not normally exceed 20% of the maximum funding band. Where the total costs are higher than the funding band maximum, the customer must pay the difference. The customer must have a contract agreed and in place as soon as possible once PIABC Limited has been chosen as the EPAO.

#### Eligible Costs

The fees PIABC Limited charges for EPA are transparent and compliant with the pricing structures within each standards assessment plan.

Eligible costs are:

- costs associated with the administration, registration and examination of EPA as set out in the standard(s) and assessment plan(s) PIABC Limited are registered to assess against
- costs associated with providing guidance and support and the materials (non-capital items) used in the delivery of EPA (equipment or supplies necessary to enable the EPA to take place)
- costs associated with the development and maintenance of EPA instruments and tools
- costs to support any special arrangements you may need to put in place to ensure any apprentices with special educational needs, disabilities or with another temporary or permanent debilitating condition can fairly access EPA
- costs associated with any further EPA required by the apprentice to achieve EPA (for instance retakes or re sits)
- costs associated with ensuring consistent and robust internal quality assurance (for instance moderation and standardisation of EPA instruments and tools, IEPAs and EPA decisions)
- costs to take account of any EQA charges you may incur (please refer to paragraphs 61 to 64 of Conditions for organisations on the register of EPAO v2.1)

#### Ineligible costs

There are several elements that the fees for EPA that are ineligible. These include:

- costs associated with any customer approval process; (while you will need to assure yourself that the ITP has appropriate systems and processes in place for presenting apprentices for EPA, you should not charge for this)
- costs associated with the recruitment, training and continuing professional development of your IEPAs
- costs associated with any mentoring and/or assessor training of customer who may have a role in EPA
- costs associated with promotional activity and/or materials
- costs associated with any on-programme activity offered; these costs must be separate as they are ineligible for EPA and must not be packaged as part of the EPA charges

The EPA fees for all standards PIABC Limited assess are available from the EPA team.

### 4. CANCELLATIONS

The EPA team allocate the appropriate resource for each assessment component for each apprentice based on a convenient time, date, location and with a digital/online based approach as the default position. There will be a variety of timescales from booking the assessment, to the apprentice taking the assessment dependent on their circumstances and availability.

Should a customer or apprentice cancel an assessment session within 24 hours of the EPA activity then there will be a re-sit fee to be paid on top of the original fee paid at Gateway. The EPA team recognises that there will be situations that present themselves where an assessment cannot take

place at an agreed time and date and reasonable consideration will be given to each case.

## 5. WITHDRAWAL AND TRANSFERS

Should a customer or apprentice wish to remove themselves from the EPA process after they have gone through Gateway, the EPA team will provide a refund proportional to the amount of assessment activities carried out. Individual elements that have been completed cannot be certificated in isolation. However, the EPA team could provide evidence of achievement should the customer or apprentice request it.

The EPA team will accept transfers into our system should the customer and apprentice provide evidence of achievement from another registered and regulated EPAO. All EPA evidence will go through the usual rigorous and robust grading structure already in place for EPA. The transfer will incur the full cost of the standard as per fee structure and policy.

## 6. MANDATORY DISCLOSURE AND CONFIDENTIALITY

### **Mandatory disclosures**

It is imperative that the integrity of our assessments is maintained. PIABC Limited are aware that customer organisations often work with more than one EPAO in, and that therefore more than one EPAO may be at risk when things go wrong.

PIABC Limited's regulators have outlined some specific conditions that we must meet to protect the integrity across the sector. This includes the requirement that where certain things are identified (such as malpractice), or certain actions taken (such as when sanctions are applied) the regulators and other relevant EPAOs who may be affected must be informed.

Depending on the seriousness of the matter, PIABC Limited may be required to declare to regulators that PIABC Limited are no longer compliant due to an act or omission by customers which has put us in breach. In this event, PIABC Limited may have regulatory action directed against us, such as Monetary Penalties. In accordance with the contract relating to EPA, PIABC Limited reserve the right to direct such financial penalties against customers, should they be because of the act or omission

### **Confidentiality**

PIABC Limited may need to access confidential information. PIABC Limited will ensure that such information is kept secure and only used for the purposes of the investigation and in line with relevant data protection legislation. PIABC Limited will not normally disclose the information to third parties unless required to do so (e.g. to regulators and/or the Police or other relevant and/or Statutory Bodies).

## 7. TERMINATION FOR CONVENIENCE

PIABC Limited actions under this Policy and any sanctions imposed in line with our *End Point Assessment Service - Sanctions Policy* will be proportionate. Where possible, PIABC Limited will always try to work with customers in resolving issues. However, nothing within this policy precludes PIABC Limited from invoking its right under the Contract relating to EPA to terminate its relationship with customer.

## 8. CONTACT DETAILS

If you have any queries about the contents of the policy, please contact the EPA team at:

Email: [piabc@iom3.org](mailto:piabc@iom3.org)

Telephone: +44 (0)1476 513884

Post:  
 PIABC Limited  
 The Boilerhouse  
 Caunt Road  
 Grantham  
 NG31 7FZ

Website: [www.piabc.org.uk](http://www.piabc.org.uk)

## 9. GLOSSARY OF TERMS

Abbreviation or Term	Meaning
<b>Contract</b>	The contract will be a service level agreement (SLA) with our customers.
<b>Customer</b>	This can be apprentices, employees, employers, external quality assessors, independent training providers and workers.
<b>EPA</b>	End Point Assessment: An EPA is a collection of assessments that offers confirmation of knowledge, skills and behaviours (known as KSBs) for a role. It takes place once the apprenticeship training has been completed, and the apprentice is deemed ready to enter the Gateway for EPA. The EPA must be achieved before an apprenticeship certificate can be issued. The structure of an EPA is designed to ensure that those deciding on the competency of an apprentice are totally unbiased. This means that an assessment must either be conducted by an independent third party, or in a way that ensures no party involved in the management or training of the apprentice can make the sole decision on competence and passing the EPA – via a panel of experts, for example.
<b>EPAO</b>	End Point Assessment Organisation: an organisation providing EPA.
<b>Gateway</b>	When an apprentice reaches the end of their training, the employer (supported by the training provider) will make the decision on whether or not the apprentice is ready to take the EPA – this decision process or stage is known as the “Gateway”.
<b>IEPA</b>	Independent End Point Assessor: a person who facilitates an unbiased assessment of an apprentice’s competencies against the KSBs of the standard.
<b>LIEPA</b>	Lead Independent End Point Assessor: a person responsible for internal quality assurance and standardisation of all assessment practice within EPA and is the sector expert.