

Cancellation and Non-attendance policy

Introduction

Where assessment components are cancelled or not attended, legitimate eligible costs will be incurred and will be payable to the party affected.

Objectives

Innovate Awarding aims to provide a consistent approach for apprentices, employers and providers when an End-point Assessment is cancelled or abandoned.

Scope

This policy covers all booked End-point Assessment components for all standards delivered by Innovate Awarding.

Policies

These policies cover Innovate Awarding's process and charges in relation to assessments being cancelled or abandoned. Specifically, this policy document will cover:

- **Informed Cancellations** – Cancellations made with sufficient notice (5 working days or more) and not liable to any charges
- **Late Cancellations** – Cancellations made with insufficient notice before **5PM** on the day prior to the scheduled assessment but with less than 5 working days' notice and liable to a charge related to **50%** of the component cost listed in the Cancellation fees list
- **Non –Attendance** – Where cancellation occurs after **5PM** on the day prior to the scheduled assessment or where the assessment doesn't take place due to a no show from either the apprentice or the End-point Assessor.

This policy also covers End-point Assessments which require a submission prior to the date of assessment.

Where submissions are required within the assessment plan a deadline will be set for the submission. If the submissions are not made by the date set an administration fee of **£25** will be charged and the submission will be rescheduled for 7 days later. Should the second submission be missed, it will be treated as an abandoned assessment and the related charge for the assessment component will be charged and a fail will be recorded.

Any charges or refunds due to Cancellation or non-attended assessments will be automatically raised via EPA Pro based on the date of assessment that is agreed at the planning meeting.

Whilst it is accepted that cancellations, including informed cancellations may be unavoidable, it is vital that once an EPA schedule is agreed all parties are committed to ensuring that the assessment components take place as planned unless there are unforeseen circumstances that make it impossible to do so.

Informed Cancellation

Policy Statement

This policy outlines the processes followed when an apprentice or End-point Assessor (EPA) cancels a scheduled End-point Assessment **with more than the required notice period prescribed by Innovate Awarding**

Scope

This policy covers all booked End-point Assessment components.

Policy and Process

In accordance with the ESFA Rules, Innovate Awarding will charge/or refund the provider eligible costs, legitimately incurred where, due to either unforeseen circumstances or a change of circumstance the assessment cannot occur as planned within an agreed timeline. For the purposes of this policy:

- Any cancellation provided with five working days' notice or longer will be considered as **Informed Cancellation** and will be rescheduled without charge.

Late Cancellation

Policy Statement

This policy outlines the processes followed when an apprentice or End-point Assessor (EPA) cancels a scheduled End-point Assessment **outside of the required notice period prescribed by Innovate Awarding but before 5PM on the day prior to assessment.**

Scope

This policy covers all booked End-point Assessment components

Policy and Process

In accordance with the ESFA Rules, Innovate Awarding will charge/or refund the provider eligible costs, legitimately incurred where, due to either unforeseen circumstances or a change of circumstance the assessment cannot occur as planned within an agreed timeline. For the purposes of this policy:

- **Late Cancellation** relates only to where the Apprentice, Employer, Provider or End-point Assessor cancels an assessment, or component of an assessment with less than **five working days' notice up to 5pm** on the day prior to the assessment is scheduled.
- This cost shall be limited to **50%** of the unit price of components of the assessment affected. Actual charges are shown in the cancellation charge list provided at the end of this document.
- A late cancellation will be rescheduled and will **not** count as a fail for the apprentice
- If an on-screen test is subject to a late cancellation a standard fee will be charged (£12.50)
- Should the late cancellation be caused by Innovate Awarding an amount for the reasonable costs incurred by the employer in scheduling and making available the Apprentice will be refunded and the assessment rescheduled based upon the charges shown in the cancellation charge list. The component will be rescheduled as a priority.

If the cancellation is provided **5 working days or more** before **5PM** on the day prior to the scheduled assessment, by either party, **no charge** will be incurred as it will be considered an **informed cancellation**.

Non-attended Assessment

Policy Statement

This policy outlines the processes to follow when an Apprentice or End-point Assessor (EPA) **fails to attend a scheduled End-point Assessment, or the assessment is cancelled after 5PM on the day prior to the scheduled assessment.**

Scope

This policy covers all booked End-point Assessment components

Policy and Process

In accordance with the ESFA Rules, Innovate Awarding will charge the provider eligible costs, legitimately incurred where, due to either unforeseen circumstances or a change of circumstance the assessment does or cannot occur as planned within an agreed timeline. For the purposes of this policy:

- This relates to situations where the Apprentice or End-point Assessor fails to attend the scheduled assessment or if the assessment is cancelled after **5PM** on the day prior to the scheduled assessment
- This cost shall be **100%** of the unit price of components of the assessment affected (***based upon published cancellation fees published on EPA Pro***)
- An abandoned assessment caused by the apprentice not attending or cancelling after 5pm on the day prior to the assessment without ***exceptional circumstances*** submitted will also result in a **failed assessment** being recorded. A resit will need to be scheduled in this situation if allowed by the assessment plan for the standard.
- If an on-screen test is abandoned or cancelled after 5PM on the day prior to the assessment, a standard fee will be charged (£25)
- Should the abandoned assessment be caused by Innovate Awarding an amount for the reasonable costs incurred by the employer in scheduling and making available the Apprentice will be refunded in full and the assessment rescheduled based upon the charges shown in the cancellation charge list. The component will be rescheduled as a priority.
- Where submissions are required within the assessment plan a deadline will be set for the submission. If the submissions are not made by the date set an administration fee of **£25** will be charged and the submission will be rescheduled for 7 days later. Should the second submission be missed, it will be treated as an abandoned assessment and the related charge for the assessment component will be charged and a fail will be recorded.

Key Contacts

For further information on withdrawal processes, please contact epa@innovateawarding.org

Cancelled Planning Meetings

Planning Meetings will be liable for a cancellation charge if these are regularly occurring. Innovate Awarding will monitor these on a monthly basis and work with clients to review data prior to any charge and will discuss ways to mitigate cancelled or abandoned planning meetings prior to enforcing such charge. We would consider **5%** of the planning meetings scheduled being cancelled as constituting a regular occurrence.

Exceptional Circumstances

Where exceptional circumstances exist for cancelled or abandoned assessments, Innovate Awarding will review these and where agreed plan for these circumstances. These will be reviewed on a case by case basis and agreed by the Head of Compliance in coordination with the EPA Manager for the sector. For cancellations or abandoned assessment to be considered as having exceptional circumstances, they must be submitted via a special considerations form.

Cancellation Charge List

Component	Late Cancellation	Abandoned Assessment
Knowledge Test	£12.50	£25

Sector	Standard	Component	Late Cancellation	Abandoned Assessment
Active Leisure	L2 Community Activator Coach	Practical Observation	£125	£250
		Presentation	£125	£250
		Interview	£125	£250
	L3 Community Sport and Health Officer	Practical Observation	TBC	TBC
		Presentation	TBC	TBC
		Interview	TBC	TBC
	L3 Leisure Duty Manager	Work-based Project	£125	£250
		Presentation	£125	£250
		Professional Discussion	£150	£300
L3 Personal Trainer	Practical Observation	TBC	TBC	
	Presentation	TBC	TBC	
	Interview	TBC	TBC	
Adult Care	L2 Adult Care Worker	Professional Discussion	£150	£300
	L3 Lead Adult Care Worker	Professional Discussion	£150	£300
Customer Services	L2 Customer Service Practitioner	Apprentice Showcase	£50	£100
		Practical Observation	£87.50	£175
		Professional Discussion	£125	£250
	L3 Customer Service Specialist	Project Interview	£125	£250
		Practical Observation	£125	£250
		Professional Discussion	£125	£250
Healthcare	L2 Healthcare Support Worker	Practical Observation	£75	£150
		Portfolio based interview	£75	£150
	L3 Senior Healthcare Support Worker	Practical Observation	£75	£150
		Portfolio Journal/Interview	£75	£150

	L5 Healthcare Practitioner	Practical Observation	£200	£400
		Portfolio Journal/Interview	£150	£300
Hospitality	L2 Commis Chef	Practical Observation	£125	£250
		Culinary Challenge	£250	£500
		Professional Discussion	£125	£250
		Practical Observation	£100	£200
	L2 Hospitality Team Member	Business Project	£125	£250
		Professional Discussion	£125	£250
		Practical Observation	£125	£250
	L3 Hospitality Supervisor	Business Project	£125	£250
		Professional Discussion	£25	£250
		Practical Observation	£150	£300
	L3 Chef de Partie	Culinary Challenge	£300	£600
		Professional Discussion	£150	£300
		Practical Observation	£125	£250
	L3 Senior Chef Production Cooking	Business Project	£125	£250
Professional Discussion		£125	£300	
Business Project		£150	£300	
L4 Hospitality Manager	Professional Discussion	£175	£350	
	Professional Discussion	£175	£350	
Leadership and Management	L3 Business Administrator	Portfolio-based Interview	£125	£250
		Project Presentation	£125	£250
	L3 Team Leader/Supervisor	Portfolio of Evidence	£50	£100
		Competency Based Interview	£125	£250
		Professional Discussion	£137.50	£275
	L4 Associate Project Manager	Portfolio Presentation	£250	£500
		Professional Discussion	£250	£500
	L5 Operations/Departmental Manager	Work-based Project	£175	£350
		Portfolio of Evidence	£100	£200
		Competency-based Interview	£100	£200
Work-based Project		£175	£350	
Pubic Services	L 3 Public Services Operational Delivery Officer	Showcase Portfolio	£50	£100
		Work-based Project	£82.50	£175
		Presentation	£82.50	£175

		Interview	£82.50	£175
	L4 Policy Officer	Written Policy Exercise	£125	£250
		Presentation with Q&As	£175	£350
		Professional Discussion	£175	£350
Retail	L2 Retailer	Practical observation	£111.25	£225
		Professional discussion	£125	£250
	L3 Retail Team Leader	Business Project	£125	£250
		Professional Discussion	£137.50	£275
	L4 Retail Manager	Business Project	£125	£250
		Professional Discussion	£125	£250
	L2 Trade Supplier	Practical Observation	£112.50	£225
Professional Discussion		£125	£250	
Warehousing	L2 Supply Chain Warehouse Operative	Practical Assessment	£175	£350