

Training Provider Frequently Asked Questions (FAQs)

Issue 1

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Introduction

This document addresses some of the most frequently asked questions from training providers. It provides answers to these questions and should be used in conjunction with the guidance documents available on the CIPD website.

CIPD as your End Point Assessment Organisation.

What standards do we assess?

We're approved by the Institute for Apprenticeships to assess the following Apprenticeship Standards.

- Level 3 – HR Support
- Level 3 – L&D Practitioner
- Level 5 – HR Consultant Partner
- Level 5 – L&D Consultant Business Partner
- Level 7 - Senior People Professional

Do you have an EPA welcome pack / brochure?

For the most up to date information on CIPD as your EPAO please visit the EPA pages on the CIPD website by clicking [here](#).

How much does CIPD EPA cost?

The cost for EPA varies from standard to standard and it based on the apprenticeship funding band and the amount of work involved in delivering the EPA. The costs can be found [here](#) on the CIPD website.

What resources/support do you have for EPA?

To help set your apprentices up for success we've created the CIPD EPA toolkits for all standards we assess. The toolkits can be found on [here](#) the CIPD website.

We also run regular preparing for your EPA webinars for all standards we assess. These sessions are available for Apprentices, Employers and Training Providers to attend. To sign up for the latest Preparing for EPA session please follow the link in the Training Provider Update.

To support Training Providers with EPA we regularly share the CIPD EPA Training Provider update. This update has the most recent news on EPA.

Can you do a remote EPA?

All our EPAs are conducted remotely. The apprentice will be sent a link by email to attend their EPA via a SmartRoom.

Where can I find information on who can be funded for an Apprenticeship?

Information on funding as well as the apprenticeship program eligibility can be found here in the [Apprenticeship Funding Rules](#)

Who confirms if the apprentice is ready for EPA?

The decision as to whether the apprentice is ready for EPA will be made by the employer at the gateway review meeting. This is a meeting that is held between the Apprentice, their line manager and Training Provider.

EPA Activities

What assessments do my apprentices need to do?

Each of the standards we assess has 2 assessment methods. These all include a written project and a professional discussion. For the L&D standards apprentices also need to do a presentation based on their learning journal. Full details can be found in the guidance documents in the toolkits [here](#)

How does the apprentice submit their EPA evidence?

The apprentice is required to submit their evidence via SmartEPA.

Information on how and when the apprentice is required to submit their evidence for EPA will be sent in the confirmation of your CIPD End Point Assessment email. To access the information please click the link for the relevant standard within the email.

You can also find these links here

- [HR Standards](#)
- [L&D Standards](#)

When will the EPA results be published?

EPA results will be published on SmartEPA along with the CIPD assessor's feedback 2-3 weeks after EPA has taken place. The apprentice, training provider and employer will all receive a notification email to say that results are available to view.

Will the apprentice meet with the assessor before the Assessment?

No, the apprentice will not meet with the assessor before the EPA.

What level of CIPD membership will the apprentice receive?

Apprentices that complete the L3/L5 HR and L&D standards will be eligible to apply for [Associate Membership](#) of the CIPD using [this form](#).

Apprentices that complete the Level 7 Senior People Profession will be eligible to apply for [Chartered Member](#)

As an Employer, can I pay for membership?

Yes, we have a lot of members whose subscription fees are paid for by their Employer. In these instances, the member indicates on the Membership form to whom the invoice should be addressed.

Will the apprentice receive a CIPD certificate for completing their EPA?

The CIPD are not the awarding body for the Apprenticeship Standards and so we do not produce the apprenticeship certificate.

We'll claim the apprenticeship certificate from the ESFA once the apprentice has successfully completed EPA and they'll dispatch the completion certificate.

We do provide a feedback document once an apprentice has undertaken EPA that confirms the outcome of the EPA.

Can the Apprentice certificate be sent to the Training Provider instead of the employer?

The Apprentice certificate will be dispatched by the ESFA to the address provided under 'Certification Address' on SmartEPA.

We don't have the apprentice's certificate; can you send it again?

The CIPD do not produce the apprenticeship certificates, we request this from the ESFA once the apprentice has successfully completed EPA.

If the apprentice hasn't received their certificate within 12 weeks of completing EPA, please contact us at MyEPA@cipd.co.uk so we can investigate this with the ESFA.

Do apprentices have to be studying a CIPD qualification along with their apprenticeship?

Apprentices that are completing the L5 HR Consultant Partner Apprenticeship Standard will be required to complete the mandated qualification [The CIPD Level 5 Associate Diploma in People Management](#).

For all other standards there are no mandated qualifications and so studying a qualification is optional.

Can you withhold the CIPD qualification certificate before EPA has taken place?

We cannot withhold the CIPD qualification certificates from apprentices. All CIPD qualification certificates will be sent directly to the student/apprentice.

What does good look like, do you have an example?

We're currently creating exemplar materials to showcase what good looks like. Once these have been developed, they will be available as part of the toolkits in the resource section of the CIPD website.

How can the apprentice achieve a distinction?

Grading guidance explaining the criteria for achieving a distinction is available for the different standards in the toolkits. The toolkits can be found on [here](#) the CIPD website.

Reasonable adjustments, cancellations, resits and appeals

Can I request a Reasonable Adjustment for an Apprentice?

Yes, all Reasonable Adjustment (RA's) need to be requested through our EPA platform SmartEPA.

For further information on RA's please refer to The CIPD reasonable adjustments and special considerations policy which can be found under policies in the [EPA toolkits](#)

How do I cancel an EPA?

If you need to cancel or reschedule an EPA please contact us at MyEPA@cipd.co.uk. To avoid a cancellation charge please notify us at least 6 weeks before the EPA takes place. To view the EPA cancellation terms and charges please click [here](#).

How do I book a resit?

If your apprentice requires a resit/retake please email MyEPA@cipd.co.uk who'll start the resit booking process for you. For further information on the resit/retake process please see the resit/retake policy in the toolkits [here](#).

Do you have an appeals process?

Full details of the appeals process can be found in the [appeals policy](#) located within the EPA toolkits. All appeals should be sent to MyEPA@cipd.co.uk

Are appendices, graphs, tables included in the wordcount?

The use of appendices, graphs, tables, and diagrams within the project is permissible and, for the HR standards only, will **not** be included in the word count.

Importantly, tables and appendices should not be used in that they are applied excessively in context of the project or be used to artificially increase the wordcount.

For further information on the word count please refer to the CIPD word count policies that can be found in the [EPA toolkits](#)

What are the options for apprentices who are made redundant?

For the most update information and support for apprentice that have been made redundant please visit the Apprenticeship funding rules for main providers [here](#)

Smart EPA

How do I add users to SEPA?

Guidance on how to add users can be found in the [Add View Apprentices](#) guide.

If you're looking to add multiple training provider users please complete the new user template and email to MyEPA@cipd.co.uk

The new user template can also be found under the resource section on SmartEPA.

How do I register an Apprentice for their EPA?

Guidance on how to register your apprentice can be found in the [Add View Apprentices](#) guide which can be found under the resources session on SmartEPA.

What is the SLA for gateway?

We'll confirm if your apprentice has passed gateway within 7 working days of you requesting EPA on SmartEPA. The Apprentice, their Employer and Training Provider will all receive an email from SmartEPA confirming the gateway has been passed.

How do I receive the Training Provider Updates and EPA communications?

To guarantee you're included in any of the Training Provider updates and correspondence please ensure you're listed as a user/contact on SmartEPA. To be added as a user/contact or to update these details please contact MyEPA@cipd.co.uk

How to I run a EPA report form SmartEPA?

SmartEPA doesn't have the facility for Training Providers to run reports. If you require an EPA report, please contact MyEPA@cipd.co.uk