

We provide a high-quality EPA service that is consistent and reliable. Supporting you at every stage of the EPA journey with expert knowledge, EPA resources and services, so you can concentrate on supporting your learners through their on-programme learning.

There are different stages of the EPA to progress through, from initial signing of contract with Pearson to EPA certification. We have outlined these for you below.

Centre Activity	Comments
Stage 1	
At least 6 months prior to 1st EPA	
Sign services agreement with Pearson	Should any new standards be required in future, please let your Pearson Business Development Manager know and they can be added to the contract schedule
Register on ACE360 and link with Pearson as EPAO (End-point Assessment Organisation)	One-time registration to ACE360 required. You can reach the ACE360 team for support via email at info@ace360.org or via phone on 0300 303 4444
Purchase required number of tokens for registration of apprentices onto ACE360	
Access standard-specific resources; Specification, additional resources document, webinar, SAMS (where applicable to the standard)	Once apprentices are registered onto ACE360, all resources can be accessed within the Knowledge Base
Register apprentices and request any reasonable adjustments on ACE360	The Apprenticeship end date should be the on-programme end date
Engage with employer regarding EPA	Refer to EPA specification
Stage 2	
During On-Programme period	
Read and understand Specification and additional resources	Any queries should be sent to epacustomerservices@pearson.com
Share Specification / additional resources (or extracts) with apprentices	Consider what on-programme delivery and support looks like to prepare apprentices for EPA
Consider how you will support the apprentice to prepare for EPA. Engage with LIQA where appropriate. Contact details can be requested from EPA Customer Services	Such as; practice competency-based interviews, reflective writing, undertake mock tests etc as applicable to the Standard
Ensure apprentice understands EPA requirements	Understanding format/timing of components, and evidence requirements
Engage with Employer regarding EPA	Share EPA requirements and ensure employer is aware of their role in supporting the apprentice's readiness for EPA
Ensure apprentice completes English and maths requirements	Are apprentices exempt or will you need to supply evidence for Functional Skills?
Ensure apprentice has completed all mandatory qualifications	Where applicable to Standard
Establish gateway process/period and gateway date(s)	
Stage 3	
Preparation for Gateway	
Logistical considerations	Employer contact for EPA, location of assessment and room booking, identify potential impact on customers and staff (particularly for practical observation EPA component), any special arrangements (e.g. safeguarding requirements), ID/ access requirements for assessors and apprentices and preferred format/order of delivery (where applicable)
Invigilation requirements	Invigilation guidance available from Pearson
Please ensure all Rogo preparation articles have been reviewed and shared with apprentices (where applicable). Please visit this support section for details.	Where this is applicable. Become familiar with functionality of Rogo
Ensure that relevant pre-requisites have been achieved/attempted and the evidence is ready for gateway	See the requirements within EPA Specification
Stage 4	
Gateway (8 weeks before EPA date)	
Manage Gateway meeting with apprentice/ employer	
Manage the process if an apprentice is NOT ready for their EPA, or if evidence is missing	
Transfer Gateway evidence onto ACE360 (as per Standard requirements)	Check gateway declaration form for each standard (see EPA Specification) for gateway requirements
Approve Gateway on ACE360	Status in ACE360 will change to 'Gateway Submitted.' Your allocated Pearson Independent End Point Assessor (IEA) will review Gateway documents and approve (if all elements are correct) or reject where information is missing or incorrect, within 3 working days. Once approved, the status will change to 'Approved for EPA'
Make EPA booking within ACE360	Bookings can only be made once apprentice are in the status 'Approved for EPA'
Identify key personnel involved on the day of the assessment	
Ensure resources and environments are appropriate for each EPA component, including on-screen tests	See guidance on set-up and requirements
Planning discussion with the IEA (who will contact you within 2 days of accepting the booking)	EPA will be scheduled within 6-8 weeks from gateway approval
Support the time needed for the production of evidence/portfolio (as required by EPA specification)	Apprentices must work independently
Manage the submission of evidence, along with the declaration forms in the annexes of the specification	Submission must be at least 5 working days before EPA date (unless otherwise stated or agreed)
Support apprentice readiness for EPA and ensure they have relevant resources with them, as required	
Book on-screen test (where applicable) on ACE360	Any paper-based tests should be discussed with the Pearson Assessor during the planning call. On-screen tests must not be booked until the Gateway has been approved by the Assessor and the apprentice status in ACE360 is shown as "EPA ready"
Invoicing by Pearson	10% of EPA price (to include reimbursement for ACE360 token) invoiced in monthly invoice schedule
Stage 5	
On the day of EPA	
Support the EPA visit where required	In co-ordination with Employer contacts
Stage 6	
Post-EPA	
Receive EPA results and support any further development, as needed	Results will be available, on ACE360, 5 working days after final EPA component is completed. If a re-sit is required, this can be requested via ACE360
Lead provider closes down ILR	Using date on notification of results
EPA certificate claimed by Pearson and sent to employer by ESFA	Where this is applicable. Become familiar with functionality of the software
Invoicing by Pearson	Monthly invoicing upon EPA completion (remaining 90% of EPA price)

Steps to success within Apprenticeship Standards: Supporting you to navigate the EPA process smoothly and to ensure that EPA planning is embedded at the start of your apprenticeships journey, we have designed a step-by-step guide, with sign-posts to our key supporting information, resources and services available at every stage of the process. > **View our steps to success**

For more information please contact our EPA Customer services team.
 Email: epacustomerservices@pearson.com
 Tel: 0344 257 5553