

ISP End Point Assessment Cancellation Policy & Guidance

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Introduction

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

Objectives

The ISP aims to provide a consistent approach for apprentices, employers and providers when an End-point Assessment is cancelled or not attended.

Scope

This policy covers all booked End-point Assessment components for all standards delivered by the ISP.

Policies

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

- **Cancellations (notified)** – defined as cancellations made with sufficient notice (5 working days or more) and not liable to any charges
- **Late Cancellations (not notified)** – defined as 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 100% of the component cost
- **Non-Attendance** – Where cancellation occurs after 5pm on the day prior to the scheduled assessment, on the day of the 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 (for example copies of Presentation or Portfolio of Evidence)

Where submissions are required a submission timescale will be agreed as per the relevant Assessment Plan (ie Portfolio 10 days before Professional Discussion). If a submission date is missed a 5 working day extension may be granted in extenuating circumstances, however if the second or subsequent submission is not made within this timeframe it will result in a "non-attendance".

Whilst it is accepted that cancellations, including notified 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.

Cancellation (notified)

Policy Statement

This policy section outlines the processes followed when an apprentice or Independent Assessor cancels a scheduled End-point Assessment with more than the required notice period prescribed by the ISP.

Scope

This policy covers all booked End-point Assessment components.

Policy and Process

In accordance with the ESFA Rules, the ISP will charge/or refund to 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 Notified Cancellation and will be rescheduled without charge.

Late Cancellation (not notified)

Policy Statement

This policy section outlines the processes followed when an apprentice or Independent Assessor cancels a scheduled End-point Assessment outside of the required notice period prescribed by the ISP 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, The ISP 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 (not notified) relates only to where the Apprentice, Employer, Provider, or Independent 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.
- Late cancellation charges will be at 100% of the relevant component fee.
- A late cancellation will be rescheduled and will not count as a failure for the apprentice.

Non-Attendance

Policy Statement

This policy section outlines the processes to follow when an Apprentice or Independent Assessor 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, the ISP 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 Independent Assessor fails to attend the scheduled assessment or if the assessment is cancelled after 5pm on the day prior to the scheduled assessment.
- Non-attendance charges will be at 100% of the relevant component fee.
- 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.
- Should the abandoned assessment be caused by the ISP, 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.

The component will be rescheduled as a priority.

Key Contacts

For further information on withdrawal processes, please contact ega@the-isp.org

Exceptional Circumstances

Where exceptional circumstances exist for cancelled or abandoned assessments, The ISP will review these and where agreed plan for these circumstances. These will be reviewed on a case-by-case basis and agreed by the Quality Manager and Operations Manager. For cancellations or abandoned assessment to be considered as having exceptional circumstances, they must be submitted via a special considerations form.