

Apprenticeship Assessment Fees and Charges Policy

Document Control		
Document Number:	EPA-AA-002	Effective from: 01-08-2026
Linked Regulatory Requirements:	GCoR F1, F3	
Version Number and Date:	v1.0, 31-07-2026	Review date: 31-07-2026
Date of Next Review:	31-08-2026	Classification Level: Public/General

Approval Level: Low impact

Approved by: QMS team

Date version approved: 31-07-2026

Version Number	Date	Changes
v0.1	16/07/26	Document Created
v1.0	31/07/26	Document approved - to be brought back into review one month due to anticipated updates

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1. Introduction

This policy covers the delivery of NCFE Apprenticeship Assessment which are subject to internal and external Quality and Compliance. NCFE Apprenticeship Assessment products include those which may be offered and/or delivered under an NCFE-owned brand name (for example 'CACHE').

1.1. Purpose

This policy sets out the fee structure for Apprenticeship Assessment. It is aimed at our customers who are using NCFE Apprenticeship Assessment 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.

1.2. Scope

This document provides key information relating to any Apprenticeship Assessment models fees and charges that may be applied.

It applies to all colleagues involved in the development, administration, invoicing, collection, management or review of apprenticeship assessment fees and charges.

This policy should be read in conjunction with the relevant apprenticeship assessment policies, centre agreement, and published fee information

Apprenticeship Assessment Models

Centre assessed

Relevant assessments assessed by an appropriately qualified centre, with a requirement for internal quality assurance and EQA sampling by NCFE to ensure consistency and reliability of assessment decisions.

NCFE assessed

Evidence submitted and to be assessed by NCFE where the centre does not wish to adopt a centre assessed approach or does not have the required competence or resource available.

1.3. Responsibilities/duties

Partners must make sure that employers, apprentices and staff, who are involved in the design, delivery, management, assessment and/or quality assurance of our Apprenticeship Assessment, are familiar with the contents of this policy. Staff can include site, sub-site or contractual staff.

Document owner is responsible for ensuring the policy remains accurate, current and aligned with applicable regulatory and contractual and assessment plan requirements

Responsible manager ensures that all the requirements outlined in the document are followed.

NCFE is responsible for:

- establishing, maintaining, and publishing apprenticeship assessment fees and charges, as applicable.

- ensuring fees and charges are set in accordance with relevant assessment arrangements, funding rules, regulatory requirements, and contractual agreements.
- processing assessment bookings, cancellations, resits, and retakes in accordance with applicable policies and requirements.
- communicating relevant changes to fees, charges, and associated processes through appropriate channels.
- escalating queries, disputes, or exceptions in line with relevant policies and procedures.
- maintaining accurate and auditable records relating to fees, charges, bookings, invoicing, and payments.

The Finance team is responsible for:

- supporting the governance, review, and approval of fees and charges.
- maintaining effective financial processes for invoicing, payment collection, and financial reconciliation.
- reviewing fees and charges on a regular basis and recommending changes where appropriate.
- monitoring outstanding payments and managing debt recovery activities in accordance with NCFE procedures.
- providing financial advice, guidance, and oversight where required.

Employers, Training Providers, and Centres are responsible for:

- understanding and complying with applicable fees and charges.
- providing accurate, complete, and timely information when arranging or managing assessment activities.
- complying with relevant contractual and payment requirements.
- ensuring fees and charges are paid within the required timescales.
- promptly notifying NCFE of any changes that may affect assessment bookings, invoicing, or charges.

1.4. Definitions

Word/Acronym	Definition
EQA	External quality assurance
AAO	Apprenticeship Assessment Organisation

1.5. Location

This policy is available on the [NCFE website](#).

2. Process

2.1 Fees and charges for NCFE Apprenticeship Assessment services

NCFE Apprenticeship Assessment service	Details of associated fee(s)
Apprenticeship Assessment for Centre Assessed and NCFE Assessed model Registration Fee	Refer to NCFE fees list.
Apprenticeship Assessment for Centre Assessed and NCFE Assessed model Booking of First assessment and re-sit/re-take fees	Refer to NCFE fees list.
Cancellations/No-shows For assessments NCFE deliver - When an apprentice cancels or does not attend their planned assessment, for a digital assessment with less than 48 hours or a face-to-face assessment with less than 5 working days NCFE recognise 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.	Subject to a cancellation fee of £100 per assessment component plus the cost of the original assessment when the apprentice re-sits or re-takes the assessment.
Withdrawals: pre-first assessment Apprentices who have been registered on the Apprenticeship Assessment platform but are withdrawn prior to first assessment	No transfers will be made, and no refunds will be issued for the registration fee.
Withdrawals: post-first assessment	Subject to costs of all methods of assessment which have been booked or taken place and an

Apprentices who have an assessment booked but withdraw prior to full completion of Apprenticeship assessment.	additional *administration charge.
Transfers NCFE will accept transfers to NCFE from another Assessment organisation subject to a review of each apprentice's progress.	Subject to the cost of remaining methods of assessment plus an additional administration charge of £50. Refer to NCFE fees list
Enquiries and Appeals Enquiries and appeals against any decision made by NCFE in respect of Apprenticeship Assessment	Refer to Apprenticeship Assessments Enquiries and Appeals Policy NCFE website and NCFE fees list
Remote Invigilation (Proctoring) Additional fees apply for assessment conducted by remote invigilation.	Refer to NCFE fees list
Centre Assessed model Approval Fee For centres that wish to contract with NCFE to deliver the centre assessed model	For centres that contract with NCFE for apprenticeship assessment in 2026/2027 will not be charged an approval fee.
Centre Assessed model Additional Standard Fee For centres who wish to add additional standards to their agreement.	For centres that add additional standards to their apprenticeship assessment agreement in 2026/2027 will not be charged an additional standard fee.
Centre Assessed model Annual Renewal Fee	For 2026/2027, NCFE will not charge an annual renewal fee for apprenticeship assessment.
Centre assessed- Additional Apprenticeship Assessment External Quality Assurance Visits NCFE will complete two free remote visits each year per quality assurance group per academic session and additional visits can be requested by the centre but will be subject to an additional fee.	£329 for a half day EQA digital visit. £658.00 for a full day EQA digital visit. £390.50 for a full day EQA face to face visit £781.00 for a full day EQA face to face visit.
Centre assessed- Face to Face Quality Assurance Visits & Annual monitoring reviews	£150 per visit.

*Administration charges vary from standard to standard. Fee available on request.

2.2. Eligible/ineligible costs

Eligible costs are:

- costs associated with the administration, registration and examination of Apprenticeship assessment as set out in the standard/s and assessment plan/s and our specification and guidance documents that we are registered to assess against
- costs associated with providing guidance and support and the materials (non-capital items) used in the delivery of Apprenticeship assessment (equipment or supplies necessary to enable the Apprenticeship assessment to take place)
- costs associated with the development and maintenance of Apprenticeship assessment instruments and tools
- costs to support any special arrangements we 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 Apprenticeship assessment
- costs associated with any further Apprenticeship assessment required by the apprentice to achieve Apprenticeship assessment (for instance, retakes or re sittings)
- costs associated with ensuring consistent and robust internal quality assurance and external quality assurance (for instance, moderation and standardisation of Apprenticeship assessment instruments and tools, Apprenticeship Assessors and apprenticeship assessment decisions)
- costs to take account of any EQA charges we may incur.

Ineligible costs are:

- costs associated with the recruitment, training and continuing professional development of our Apprenticeship assessors
- costs associated with promotional activity

Payment and non-payment

Fees and charges must be paid in accordance with the relevant contractual agreement and invoice requirements.

Where fees remain, unpaid NCFE may take appropriate action in accordance with our invoicing policy. This may include restricting or suspending access to relevant services where permitted.

Any action relating to nonpayment will be managed fairly and consistently and in accordance with contractual requirements

3. Initial Equality Impact Assessment

An Initial Equality Impact Assessment has been completed for this policy, and no concerns were raised.

4. References to associated documents

- [NCFE fees list](#)

Available on [NCFE website](#)

- Apprenticeship Assessment Enquires and Appeals policy
- Apprenticeship Assessment Cancellation, Resit and Retake Policy.

[Customer and learner support](#)

- Complaints and Feedback Policy

5. Implementation and dissemination

This policy is made available for access via the NCFE Website.

6. Monitoring arrangements

We will review this policy annually, as a minimum, and where otherwise necessary, and may revise it in response to the findings of any review.

7. Data protection

7.1. Mandatory disclosure

It is imperative that the integrity of our assessments is maintained. We are aware that partner organisations often work with more than one Apprenticeship assessment Organisation and that therefore more than one Apprenticeship Assessment organisation may be at risk when things go wrong.

Our 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 Apprenticeship assessment organisations who may be affected must be informed.

Depending on the seriousness of the matter, we may be required to declare to our regulators that we are no longer compliant due to an act or omission by partners which has put us in breach. In this event, we may have regulatory action directed against us, such as monetary penalties. In accordance with the Contract, where appropriate, we reserve the right to direct such financial penalties against partners, should they be because of the act or omission.

7.2. Confidentiality

We may need to access confidential information. We 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. We will not normally disclose the information to third parties unless required to do so, for example to our regulators and/or the Police or other relevant and/or Statutory Bodies.

8. Data retention

NCFE will not keep personal data for longer than we need it. Once the retention period is over, and it is no longer justifiable to hold personal data any longer, data will be securely destroyed or anonymised. Electronic copies of invoices are retained for at least six years from the date of issue in accordance with our Data Retention Policy.

9. Contact information

If you have any queries relating to enquiries and appeals, please contact NCFE's EPA Quality and Compliance team in writing:

Email: epaqualityassurance@ncfe.org.uk

Post: NCFE EPA Quality and Compliance team, Q6 Quorum Park, Benton Lane, Newcastle upon Tyne, NE12 8BT