



EPA Fees and Charges Policy

Document Control		
Document Number:	EPA-027	Effective from: 02-01-2019
Linked Regulatory Requirements:	GCoR F1, F2	
Version Number and Date:	v5.3, 17-02-2026	Review date: 17-02-2026
Date of Next Review:	16-02-2027	Classification Level: Public/General

<p>Approval Level: Low impact</p> <p>Approved by: QI team</p> <p>Date version approved: 17-02-2026</p>

Revisions		
Version Number	Date	Changes
v5.2	11-2025	Disclaimer added to data retention section to ensure uniformity with information held on the NCFE website.
V5.3	02-2026	Annual review – no changes

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1. Introduction

This policy covers the delivery of NCFE End-Point Assessments (EPA) which are subject to internal and external Quality and Compliance. NCFE EPA 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 EPA standards. It is aimed at our partners who are using NCFE EPA 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 EPA fees and charges that may be applied.

1.3. Responsibilities/duties

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

1.4. Definitions

Word/Acronym	Definition
CYPFM	Children, Young People and Families Manager
CYPFP	Children, Young People and Families Practitioner
EPA	End point assessment
EQA	External quality assurance
EPAO	End point assessment organisation
IEPA	Independent End Point Assessor
ITP	Independent Training Provider

1.5. Location

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

2. Process

2.1 Fees and charges for NCFE EPA Services

NCFE EPA service	Details of associated fee(s)
<p>End-Point Assessment First attempt and/or re-sit/re-take</p>	<p>Refer to EPA Price List.</p>
<p>Withdrawals: pre-gateway Apprentices who have been registered on EPA Platform but are withdrawn prior to submission of gateway checklist</p>	<p>No. No transfers will be made, and no refunds will be issued.</p>
<p>Withdrawals: post-gateway Apprentices who have passed through gateway but withdraw prior to full completion of EPA</p>	<p>Subject to costs of all methods of assessment which have taken place and an additional *administration charge.</p>
<p>Transfers NCFE will accept transfers into our system should the partner and apprentice provide evidence of achievement from another registered and regulated EPAO.</p>	<p>Subject to the cost of remaining methods of assessments plus an additional administration charge of £50. Refer to EPA Price List.</p>
<p>Cancellations Assessments are usually booked with partners to ensure that the assessment can take place in a timely, secure and productive manner. Once an assessment has been booked and agreed, any changes to date, time, location and/or apprentice is deemed as a cancellation of the original booking. 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.</p>	<p>Cancelled with **at least 24hrs notice – no fee. Cancelled with less than the required notice: Subject to the original cost plus the re-sit/re-take fee for the method of assessment that has been cancelled. Refer to EPA Price List.</p>
<p>No Shows If an assessment has not been cancelled, cancelled with less than the required notice, or the apprentice fails to show up, this will be classed as a no-show.</p>	<p>Subject to the original cost plus the re-sit/re-take fee for the relevant method of assessment. Refer to EPA Price List. An additional *administration charge will also be applied, along with any associated costs incurred in respect of travel etc.</p>

<p>Enquiries and Appeals Enquiries and appeals against any decision made by NCFE in respect of EPA</p>	<p>Refer to EPA Enquires and Appeals Policy</p>
<p>Remote Invigilation (Proctoring) Additional fees apply for assessment conducted by remote invigilation.</p>	<p>Refer to EPA Price List.</p>

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

** With the exception of the Children, Young People and Families standards (CYPFP and CYPFM), Leisure Team Member, Outdoor Activity Instructor, Personal Trainer, Sports Coach and Facilities Service Operative, for which we require five business days' notice of cancelled assessment.

2.2. Eligible/ineligible costs

Eligible costs are:

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

Ineligible costs are:

- costs associated with any partner approval process (whilst we will need to assure ourselves that the ITP has appropriate systems and processes in place for presenting apprentices for EPA, we cannot charge for this)
- costs associated with the recruitment, training and continuing professional development of our IEPAs
- costs associated with any mentoring and/or assessor training of partner who may have a role in EPA
- costs associated with promotional activity and/or materials
- costs associated with any on-programme activity we may offer; these costs must be separate as they are ineligible for EPA and must not be packaged as part of the EPA fees we charge.

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

[EPA price list](#)

[EPA enquires and appeals 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 retention

7.1. Mandatory disclosure

It is imperative that the integrity of our assessments are maintained. We are aware that partner organisations often work with more than one End-Point Assessment Organisation (EPAO), and that therefore more than one EPAO 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 EPAOs 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, e.g. to our regulators and/or the Police or other relevant and/or Statutory Bodies.

NCFE will securely store information provided as part of the cancellation, re-sit or re-take request.

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.

7.3. Disclaimer: Submission of Original Documentation

To protect personal information, please do not send original documents to NCFE via post. We cannot accept responsibility for the loss, damage, or return of any original documentation sent to us.

Where documentation is required, we request that you provide certified copies or high-quality scanned versions instead. This approach helps protect your documents and ensures a more secure and efficient service.

8. Contact information

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

Email: epaqualityassurance@ncfe.org.uk

Post:

NCFE EPA Quality and Compliance team

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