



EPA Cancellation Re-sit and Re-take Policy

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v4.7	10-2025	Disclaimer added to data retention section to ensure uniformity with information held on the NCFE website.
V4.8	02-2026	Minor update to section 3.3 link to DfE funding rules updated

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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').

The policy also forms part of a suite of policies for NCFE's EPA products and services, all of which are designed to:

- protect apprentices who are registered with us
- minimise the risk of an Adverse Effect occurring
- help support us and all other partners involved in risk management and risk minimisation
- help ensure we and all partners comply with all relevant legislation and guidance
- help improve and refine our products and services.

For our partners, this policy supports compliance with the Contract. It does not replace any of the requirements contained within that Contract. Non-adherence to our policies may constitute maladministration, malpractice and/or a breach of the Contract. Please ensure all policies are read and implemented carefully.

1.1. Purpose

Our policy assists us and our partners, by outlining the framework for dealing with cancellations, re-sits and re-takes. This is important in situations which could result in a detrimental effect to the apprentice and/or could potentially compromise the integrity of our standards, systems and/or processes.

1.2. Scope

This document applies to all instances where an apprentice is required to cancel, re-sit or re-take an assessment.

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
EPAO	End point assessment organisation
ESFA	Education and Skills Funding Agency
IEPA	Independent End Point Assessor
MCQ	Multiple choice question

1.5. Location

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

2. Process

2.1 How do I request a re-sit/re-take for an apprentice

To request a re-sit or re-take for an apprentice, you must complete and submit an EPA [Re-sit/Re-take Request Form](#).

When requesting a re-sit/re-take, you **must** consider the completion timescales as identified in *section 5.2, allowing sufficient time for the re-sit/re-take to be booked and remain **within timescales.

Your submitted Re-sit/Re-take Request form will be reviewed within three working days of receipt.

Please note you are not able to request an assessment date until the re-sit/re-take request has been approved. Once your request has been approved, within five working days, you will be offered an assessment date

*Also refer to section 5.2 and the EPA cancellation & re-sit/re-take policy Appendix A document

** Consideration must be made to the availability of assessment dates

3. Definition of cancellation, re-sit and retake

3.1. Cancellation

3.1.1. Cancelled with notice

If an assessment is cancelled with *at least 24hrs notice, this is recorded as a cancelled assessment and does not count as an attempt. However, section 2. of this policy still applies and to re-book a cancelled assessment, a Re-sit/Re-take form should be submitted.

3.1.2. Cancelled without notice

If an assessment is cancelled with *less than 24hrs notice, this is recorded as cancelled without notice. Unless extenuating circumstances apply, this will be counted as an attempt and a Fail result applied. Subsequent attempts will be subject to all re-sit/re-take rules detailed in this policy.

3.1.3. Apprentice does not attend

If the apprentice does not attend the assessment, this will be recorded as a No-Show and deemed as cancellation without notice. Unless extenuating circumstances apply, this will be counted as an attempt and a Fail result applied. Subsequent attempts will be subject to all re-sit/re-take rules detailed in this policy.

* 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.

3.2. Re-sit – Apprentice does not require further learning

Unless the assessment plan requires an apprentice to undertake additional learning prior to re-taking an assessment (thus making it a re-take, not a re-sit), if an apprentice fails an element of their EPA but the employer and training provider feel the apprentice has sufficient knowledge and understanding to attempt the assessment again without further learning, they are able to re-sit as soon as is convenient for all parties. Evidence of additional learning does not need to be provided for a re-sit.

3.3. Re-take – Apprentice requires further learning

If an apprentice fails an element of their EPA but the employer, training provider **or** NCFE feels that the apprentice requires further development, the training provider **must** deliver additional learning to the apprentice before they attempt the assessment again. This evidence of additional learning should be provided to NCFE prior to the assessment being repeated.

Note: Funding of re-sits/re-takes is dependent on whether further learning has taken place. This should be agreed in the contract between the employer and training provider. Refer to the [ESFA funding rules](#).

4. Generic conditions of re-sit/re-take policy

4.1. Does this policy apply to all standards

The rules for re-sitting/re-taking elements of, or all, the EPA vary from standard to standard. This policy outlines the conditions to be applied when an assessment plan does not include specific rules for re-sit/re-take. Where the assessment plans state specific requirements that must take place around re-sits and/or re-takes, they take precedent over the identified conditions of this policy.

To view where specific standard Assessment Plans states absolute conditions for Re-sit/retakes, refer to the EPA cancellation and re-sit/re-take policy **Appendix A** available at the following link: [NCFE Website](#)

4.2. Will the same Independent End Point Assessor (IEPA) conduct the re-sit/re-take of an assessment

The same IEPA may conduct the re-sit/re-take unless there are extenuating circumstances.

4.3. Does evidence of additional learning have to be provided prior to re-sit/re-take

Refer to sections 3.3. and 4.1.

In all cases, evidence of further learning must be evidence after two attempts have been made.

4.4. Can a digital assessment be re-sat/re-taken with a face-to-face assessment, or vice versa

Yes. Refer to the [EPA price list](#) for appropriate re-sit/re-take fees per delivery method.

5. Attempts and timescales

5.1. How many times can an apprentice re-sit/re-take an assessment method

- 5.1.1. Unless otherwise stated in the assessment plan, the maximum number of attempts that we will allow is three per assessment method.
- 5.1.2. If an apprentice fails the maximum number of attempts permitted per assessment method, the overall result will be recorded as Fail and any remaining assessment methods will be cancelled.

5.2. What are the timescales for an assessment method re-sit/re-take

Unless otherwise specified in the assessment plan, or in exceptional circumstances:

- 5.2.1 A re-sit/re-take must be taken within three months of the date of notification of results.
- 5.2.2 The entire EPA should be concluded within six months of gateway, unless the apprentice is required to re-sit/re-take or has been placed on a break in EPA - in which case the entire EPA should conclude within 12 months of gateway.
- 5.2.3 If the EPA extends beyond 12 months from gateway, it may be necessary to repeat the entire EPA for us to confirm currency of full competency across the standard.
- 5.2.4 The timescales for re-sits of failed attempts, where the assessment was missed (due to cancellation without notice or failure to submit apprentice evidence on time), are not determined by the Assessment Plan requirements and may differ from those for actual failures (where the assessment was attempted).. For fails where the assessment was not attended, the delivery or bookings team will advise the apprentice of max/min re-sit timescales and evidence submission dates for the re-sit.

5.3. If an apprentice fails one part of the EPA, do they have to re-sit/re-take the entire EPA

The apprentice only needs to re-sit/re-take the method of assessment that they have failed. However, if the EPA has not concluded within 12 months from gateway, the entire EPA may need to be taken again to ensure currency of competency across the entirety of the standard (refer to section 5.2).

5.4. What if the apprentice leaves their employer before the EPA has concluded

The apprentice must be employed for the entire duration of the apprenticeship, including EPA. The only exception to this is if the apprentice has been made redundant. Refer to the [ESFA funding rules](#). Depending on the funding rules applicable to the apprentice, some may be permitted to continue their EPA while working in a different sector than the one related to the EPA they are undertaking.

5.5. What if the apprentice has a break in EPA

If an apprentice has a break in EPA, the total duration, including the break, cannot extend beyond 12 months from the date of gateway. For example: if an apprentice EPA

duration is six months, and they are active on EPA for two months, then go on a break in EPA, they will have four months remaining when they return from the break. The end date must remain within 12 months of the gateway date.

5.6. If an apprentice has been awarded an overall grade of Fail, or have passed twelve months in EPA, can they re-attempt the entire EPA

This will be reviewed on a case-by-case basis via the Special Consideration process. If approved, re-entry into EPA is strictly under the following conditions:

- The apprentice must have entered a period of additional learning before re-entering EPA and be declared ready for EPA by both the employer and the ITP.
- Re-entering EPA is subject to full cost
- Gateway evidence must be refreshed/resubmitted. Evidence submitted for portfolios/showcase etc must meet Assessment Plan requirements for timeliness of evidence (for example the original evidence cannot be re-used if it does not meet currency requirements)
- All methods of assessment must be re-taken
- For EPA that involves a knowledge test (such as MCQ), this must be passed before any further method of assessment can occur, irrespective of the order specified in the AP
- The final grade will be capped at Pass
- All other conditions within this policy apply

To request re-entry to the full EPA, you must submit a request for special consideration stating why the apprentice should be offered the opportunity to re-attempt the full EPA.

To request a special consideration, you should use the Special Consideration Form found on the EPA Policy page [here](#).

6. Grades

6.1 Are all grades available on a re-sit/re-take

Unless otherwise specified in the assessment plan, or in exceptional circumstances, the results for a re-sit/re-take will be capped at a Pass for the relevant method of assessment. This may or may not impact on the final overall grade, depending on the grading methodology applied by each individual standard.

6.2 Re-sit/re-take to increase a grade from 'Pass'

Apprentices cannot re-sit/re-take any elements of the EPA simply to achieve a higher grade.

7. Transferring from another EPAO

If an apprentice has already passed elements of EPA and transfers from another EPAO, they do not have to re-sit/re-take the elements of EPA they have already passed. However, we require evidence of the elements of EPA which have been passed; these must also meet any timeliness requirements as set out in the Assessment Plan.

All criteria must be met on elements of EPA that have not yet been achieved.

If the apprentice has failed all elements of EPA with another EPAO, they will be able to take the full EPA with NCFE.

8. Fees and charges

8.1. Are EPA re-sits/re-takes free

Refer to the EPA Price List.

8.2. Will fees apply for a re-sit/re-take if there are technical issues during the administration of an assessment

This will be reviewed on a case-by-case basis.

8.3. When will we be charged for the re-sit/re-take

All re-sit/re-take fees will be included in the monthly invoice from NCFE.

9. Initial Equality Impact Assessment

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

10. References to associated documents

- [EPA price list](#)
- [EPA re-sit/re-take policy Appendix A](#)
- [ESFA funding rules](#)

11. Implementation and dissemination

This policy is available for access via the [NCFE Website](#).

12. 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.

13. Data retention

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.

13.1. 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 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 as a result of the act or omission.

13.2. 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, such as 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.

13.3. Termination for convenience

Our actions under this policy and any sanctions imposed will be proportionate. Where possible, we will always try to work with partners in resolving issues. However, nothing within this policy precludes us from invoking our right under the Contract to terminate our relationship with partners.

14. 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