



Cancellation Policy & Fees

Version:	4
Policy Owner:	Stephanie Jones
Associated documents:	Re-sit and Re-take Policy for End-Point Assessments
Ofqual General Conditions:	D-General requirements for regulated qualifications
Review date:	Jan 25
Reviewed by:	Jacky Nelson
Agreed by:	Senior Leadership Team
Next review date:	Jan 26
Summary of changes:	No change

Contents

1: SCOPE	3
2: BOOKING PROCEDURE	3
3: CANCELLATION TERMS.....	4
A. Cancelled with notice – Employer/Training Provider.....	4
B. Cancelled without notice - Employer/Training Provider.....	4
D. Apprentice does not attend	4
4: CONDITIONS AND FEES FOR RE-SITS / RETAKES.....	5
5. CONTACT	5



1: Scope

This policy covers the delivery of End-Point Assessments (EPAs) by Marshall Assessment (MA) and outlines our position and expectations around the booking and cancellation of End-Point Assessments, including any sanctions / fees which may need to be applied.

2: Booking

The below timelines should be adhered to by the training provider to support the timely progress of Apprentices through Gateway to assessment within the required/ expected timeframes.

At the point of registration - notification should be made to Marshall Assessment of Apprentice details including: employer address and contact details, standard/ pathway and expected or required EPA date. The apprentice's ILR should be updated to reflect MA as the EPAO.

ACE360 and Gateway evidence:

- Registration of Apprentice(s) on ACE360 is requested as a minimum 12 weeks before expected Gateway date, wherever possible. There will be no sanctions if this is not adhered to, but EPA bookings may be delayed if information has not been provided to MA with enough notice to ensure suitable assessor availability. Where ACE360 is not being used, an Apprentice Registration document must be completed. This will be provided by the EPA booking / Admin team at engagement.

6-8 weeks before expected Gateway:

- Confirmation of functional skills - evidence uploaded to ACE360 (provisional EPA dates will not be discussed without confirmation of functional skills)
- Confirmation of completion / planned completion of mandatory qualification (if applicable) and that certificate claim evidence will be available for Gateway.
- Notification of any Reasonable Adjustment requests (policy and application form available at marshall-assessment.com or upon request to helpdesk@marshall-assessment.com)
- Provisional EPA date(s) may be discussed/ agreed

Gateway evidence submission:

- Minimum *4 weeks before any provisionally agreed EPA date.

EPA date will be confirmed in writing to all parties once Gateway evidence has been reviewed and accepted.

Commented [KL1]: This needs bulking/amending to be a policy and should refer to the booking process

Commented [KL2R1]: maybe have the cancellation and fees part first

Commented [KL3R1]: Is there a booking policy/procedure elsewhere?



3: Cancellation terms

A. Cancelled with notice – Employer/Training Provider

If an assessment is cancelled with **at least 10 working days' notice**, this is recorded as a **Cancelled with Notice** booking. You must contact Marshall Assessment (see section 5: contact details) to notify us.

B. Cancelled without notice - Employer/Training Provider

If an assessment is cancelled with **less than 10 working days' notice**, this is recorded as a **cancelled without notice** booking. Unless extenuating circumstances can be evidenced, cancellation fees will be charged to the Training Provider to cover administration costs and assessor fees. Please see figure 1 below:

C. EPAO cancellation

Marshall Assessment reserves the right to cancel any End Point Assessment arrangements where insufficient/invalid gateway evidence is presented or if other factors are identified that would compromise the EPA or disadvantage the learner, such as safety concerns or where the occupational profile does not align with the Assessment plan. Fees will be charged in line with figure 1.

Figure 1 – table of cancellation fees

Cancellation fee	Notice given
10% EPA fee	Less than 10 working days but more than 5 working days
50% EPA fee	Less than 5 working days
100% EPA fee	Less than 48 hrs

D. Apprentice does not attend

If the apprentice does not attend the assessment this will be recorded as a Did Not Attend (DNA) and regarded as **cancelled without notice**. Unless extenuating circumstances can be evidenced the maximum cancellation fee will apply (see tariff table above).

NB. For clarification of acceptable extenuating circumstances, please contact MA immediately to discuss on becoming aware of an issue with the potential to delay Gateway.



4: Conditions and fees for re-sits / retakes

The rules for re-sitting/re-taking elements, or all of the EPA, vary from standard to standard. Where the published assessment plans state specific requirements around re-sits and/or re-takes, they take precedent over the identified conditions of Marshall Assessment's Re-sit and Re-take policy which can be found in [Our Policies](#) section of the website.

All re-sits / re-takes will be by remote delivery only unless onsite observation is required for a SAT or Observation. Please refer to our re-sit / retake tariffs below: Full current price list for EPA fees is available on our [website](#).

Test Element	Resit / Retake fee
SAT / Observation	£800
Project Showcase	£400
Viva Voce	£600
Competence discussion / interview	£400
Report Presentation & Discussion	£400
Scenario Case Study	£250
Knowledge Test	£200
Request for remark	£95 (per element)
Appeal	£150

Any voided assessment will be billed at the full EPA fee where a third party is at fault.

5. Contact

For any cancellations please email: helpdesk@marshall-assessment.com and use the subject **URGENT - Cancellation**. Where possible please also contact the EPA manager by calling 0121 516 4283.

Commented [KL4]: [@Stephanie Jones](#) do we need to add in a fee for voided assessments (to clarify vs a resit - if we are voiding it who pays?) should probably add that in

Commented [SJ5R4]: This?