

# **SAL – Skills Assessment Limited**

## **EPA Fees and Charges Policy**

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## Scope of the policy

This policy covers the delivery of SAL End-Point Assessments (EPA) that are subject to internal and external quality assurance. SAL EPA products include those that may be offered and/or delivered under an SA - owned brand name (Skills Assessment Limited)

The policy also forms part of a suite of SAL EPA Pro policies, all of which are designed to:

- protect apprentices who are registered with us;
- minimize the risk of an Adverse Effect occurring;
- help support us and all other partners involved in risk management and risk minimization;
- 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 the compliance with the Contract. It does not replace any of the requirements contained within that Contract. Non-adherence to our SAL EPA Pro policies may constitute Maladministration, Malpractice and/or a breach of the Contract. Please ensure all policies are read and implemented carefully.

## Purpose of the policy?

Once an apprentice has successfully completed all of the elements that make up their apprenticeship and is endorsed as such by their employer/training partner, they can enter the Gateway. At that point the partner will incur the fees as detailed in the price list for each standard.

This policy is aimed at our partners and apprentices who are using SAL EPA Pro products and services where there is a fee to be paid for access and utilization 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.

The purpose of this policy is to outline:

- the fee structure for EPA standards; and
- the cancellation policy and timescales

## Who needs to know about the policy?

Partners must make the apprentices and staff (including, site, sub site or contractual staff) who are involved in the design, delivery, management, assessment and quality assurance of SAL EPA aware of, and familiar with, the contents of the policy.

## Obtaining copies of the policy

Partners can download copies of the policy from our website and/or platform or request copies from SAL EPA Pro, using the contact details provided in the contact section.

## Reviewing the policy

We will review this policy regularly and where otherwise necessary and may revise it as required in response to the findings of any review.

## Complaint

Partners have the right to express their dissatisfaction regarding our actions, products or services. Our Complaints Policy outlines when we will and will not accept a complaint, and when our decisions are final. Please see the SAL Complaints Procedure for more information.

## Section 1 Fees and charges for SAL EPA Pro Services

SAL EPA Pro service	Details of associated fee(s)
<p><b>End-Point Assessment</b> First attempt and/or re-sit</p>	Refer to EPA Price List.
<p><b>Withdrawals: pre-gateway</b> Apprentices who have been registered on SEPA but are withdrawn prior to confirmation of gateway</p>	No charge.
<p><b>Withdrawals: post-gateway</b> Apprentices who have passed through gateway but withdraw prior to full completion of EPA</p>	Subject to costs of all methods of assessment which have taken place and an additional *administration charge.
<p><b>Transfers</b> SAL EPA Pro will accept transfers into our system should the partner and apprentice provide evidence of achievement from another registered and regulated EPAO.</p>	Subject to the cost of remaining methods of assessments plus an additional administration charge of £50. Refer to EPA Price List.
<p><b>Cancellations</b> Assessments are 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 <b>within 24 hours of the EPA activity</b> is deemed as a cancellation of the original booking.</p> <p>SAL EPA Pro recognize 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>	Subject to the original full cost plus the retake fee for the method of assessment that has been cancelled. Refer to EPA Price List.
<p><b>No Shows</b> If an assessment has not been cancelled but the apprentice fails to show up, this will be classed as a no-show.</p>	Subject to the original full cost plus the retake fee for the method of assessment that the apprentice has not attended. 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><b>Enquiries and Appeals</b> Enquiries and appeals against any decision made by SAL EPA Pro</p>	Refer to EPA Pro Enquires and Appeals Policy and Procedure

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

## Section 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 standardization 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.

## Mandatory disclosure and confidentiality

### ***Mandatory disclosure***

It is imperative that the integrity of our assessments are maintained. We are aware that partner organizations often work with more than one End-Point Assessment Organization (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 (e.g. Ofqual) 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, we reserve the right to direct such financial penalties against partners, should they be as a result of the act or omission.

### ***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.

## 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.



## Contact

If you have any queries about the contents of the policy, please contact the SAL EPA Pro Customer Support team:

**Email:** [info@skillsepa.co.uk](mailto:info@skillsepa.co.uk)  
[epa@skillsepa.co.uk](mailto:epa@skillsepa.co.uk)

**Telephone:** 020 8968 4873

**Post:**  
5 Wellington Road,  
London  
NW10 5LJ