

Apprentice Frequently Asked Questions (FAQs)

Issue 1

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Introduction

This document addresses some of the most frequently asked questions from apprentices in relation to the End Point Assessment (EPA). It provides answers to these questions and should be used in conjunction with the guidance documents available on the CIPD website.

Completing your EPA

What is CIPD's Role in EPA?

As the End-point Assessment organisation, we are responsible for delivering robust and accurate assessments against the apprenticeship standard. We work with expert assessors to ensure that your evidence is assessed consistently in accordance with the relevant assessment plan.

What is EPA

End Point Assessment (EPA) is the final stage of your apprenticeship. This assessment tests the knowledge, skills and behaviours that you have gained during their apprenticeship programme and is carried out by an independent end point assessor.

What do I have to do in my EPA?

All End-point assessments for the standards we assess have two assessment methods. They all involve a project or project proposal that will need to be completed in the EPA period and uploaded to SmartEPA. They all also involve face to face assessments that take place over Zoom. Please [read the guidance](#) related to the apprenticeship that you are undertaking to prepare for your EPA.

How do get login details for SEPA

Your training provider should create your user account for you once they add your file to the SmartEPA database. Please speak with your training provider in the first instance if you do not have access to SmartEPA.

How can I access support and guidance resources

Resources specific to each standard we assess are available on the [CIPD website](#).

Resources are also available on SmartEPA under the resources tab, there are toolkit zip folders for each standard ready to be downloaded. They contain all our policy documents and the guidance and templates specific to each standard.

How do I upload my project

Log into your SmartEPA account, and under the documents tab on the right there is a "+ Add Document" button. Select the file from your drive and upload. Then click the "Mark Evidence" button, select Consultative Project, add a note in the comment box and save. Further guidance on uploading your evidence is available in the [Guide to Uploading your Evidence to SmartEPA](#)

How do I access the smart room

There is a link in the email sent titled "Confirmation of your CIPD End Point Assessment" from sepa@smartapprentices.com. All you need to do is click on the link. The link takes you to your smart Zoom room. Please ensure Zoom works on your device in advance, the same email contains another link to test it.

How do I get my results

After you take your assessment, it takes approximately 2-3 weeks for your results to be published on SEPA. You'll receive an email from sepa@smartapprentices.com once the results are ready to be viewed.

How do I apply for CIPD membership?

Once you achieve your EPA with the CIPD, please complete the [membership application form](#) and return to memadmin@cipd.co.uk

Can I use e-signatures

Yes, you can provide an E signature on your gateway documents or if this is unavailable to you an email confirmation would be acceptable

Completing the Project

Do I have to use the template provided for my project

No. However, the templates have been designed to support you and provide guidance and structure when writing your project. We would therefore advise that you use the template or refer to it when writing your project.

Are graphs/charts/appendices included in the wordcount?

Apprentices are permitted to use material either in the body of the document or in an appendix to support their project write up. For the L&D and Senior People professional Standards all material will be included in the wordcount.

For the HR standards, this supporting material will not be included in the word count as outlined in the [CIPD Word Count Policy for End Point Assessment](#). However, it is important that this additional material follows the guidance set out to ensure it is appropriate. It is essential that tables, graphs and charts are not used to artificially inflate the permitted wordcount.

What are the deadlines for uploading the projects?

The deadline for uploading the Consultative Project for the HR standards is 7 days before the PD date.

The deadline for uploading the Work-based Project for the L&D standards and the Project Proposal for the Level 7 Senior People Professional standard is 21 days before the EPA date.

What if something goes wrong?

I cannot log onto SmartEPA to upload my project

Please email MyEPA@cipd.co.uk to let them know that you cannot upload the project. Please try to upload the project the next day. If you are still unable to upload the project, please email your project to MyEPA@cipd.co.uk and we will upload it for you.

I cannot log onto the smart room

Don't worry, the assessor will contact on the telephone number you provided on SmartEPA and send you an email to give you access to the assessment or, if necessary, make alternative arrangements to complete your assessment.

I have logged on to the smart room but the assessor is not here

Please give your assessor a few minutes as they might have technical issues. Please also keep an eye on your phone and emails, your assessor will try to get in touch with you if they are unable to access the room. If you don't hear anything after 10 minutes, call our Customer Services enquiries on 020 8612 6208.

How do I request an extension for my EPA

Please request an extension as early as possible. Please email MyEPA@cipd.co.uk and give details why you need an extension, and approximately how long you need (if you are unsure that's not a problem either, we can look at options once we know the details). Please also copy in your employer/line manager and your training provider in the request. Please note that if your request is not due to any extenuating circumstances, there might be late cancellation charges applied.

I've not received my apprenticeship certificate, who do I contact?

If you've not received your certificate 12 weeks after receiving a successful outcome in your EPA, please contact MyEPA@cipd.co.uk

What happens if I don't upload my project by the deadline date

If you experience any difficulties in uploading your project to SmartEPA by the deadline, please contact MyEPA@cipd.co.uk as soon as possible.

Failure to upload your project by the deadline could result in cancellation fees being applied.

What happens if I do not pass?

Can I re-sit or re-take my EPA

Yes. You can re-sit or re-take your EPA.

- A **re-sit** is where 1 assessment method was a fail, where apprentices don't need to have additional training.
- A **re-take** is where both assessment methods are a fail and will involve re assessment of the whole EPA, apprentices will be given additional training to prepare for the EPA.

The decision to book a re-sit and or re-take should be discussed with your employer as there is an additional cost for these assessments.

It is important to consider whether a re-take or a re-sit is more appropriate. In most instances if only one assessment method needs to be reassessed then a re-sit is the right choice. Where both assessment methods were a fail, a re-take would be the best option.

If you are doing a re-take you will need to agree a development plan and additional training plan with your employer and training provider to make sure you're ready for EPA again.

The timeline for a re-take is paused whilst the additional training takes place.

For a re-take, you will need to submit your training plan and permission from your employer to MyEPA@cipd.co.uk. We will book your EPA once the training is complete.

For a re-sit, it is likely that you will only be retaking one assessment method. Please review your assessor's feedback found under the documents tab in Smart EPA. It will contain useful advice on what evidence has not yet been provided in order to achieve a pass. You will also need to discuss your re-sit with your training provider and your employer – we will need them both to be included in the email thread when your training provider requests a resit date for you.

To book a re-sit or a re-take, contact MyEPA@cipd.co.uk

Can I appeal my EPA grade

You can. The grounds for the appeal, the policy, process and the form can be found under the resources section on SmartEPA. You have 20 working days from the date your grade was posted to appeal. Please send the form to MyEPA@cipd.co.uk

How do I upgrade my membership to Chartered Member?

If you have completed either L3 or L5 HR or L&D apprenticeships standards you cannot automatically upgrade to Chartered Member. You need to complete a Level 7 qualification or equivalent to cover all knowledge areas of the CIPD membership standards at the right level. You could complete:

- Advanced Diploma in Strategic People Management
- Advanced Diploma in Strategic Learning and Development
- Level 7 Senior People Professional Apprenticeship
- [Experience Assessment](#) route to membership
- a CIPD accredited approved qualification

Alternatively, you could complete [Experience Assessment](#) which is a time efficient way of gaining recognition for the work you have done and the impact you have made.

For further information on upgrading your membership please click [here](#)