

# HR End-Point Assessment Resit / Retake Policy

Issue 2

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## Introduction

This policy has been developed for training providers, employers and apprentices but should also be referenced by CIPD staff and CIPD assessors.

The purpose of this document is to detail the CIPD policy for resits and retakes following end-point assessment (EPA) of the following apprenticeship standards:

- Level 3 HR Support
- Level 5 HR Consultant Partner

Each apprenticeship standard has a set of assessment activities, as detailed in the apprenticeship assessment plan, which the Apprentice must achieve to be successful. If an apprentice does not pass their end-point assessment this will necessitate a resit or a retake. The assessment plans contain an overarching statement about resits and retakes.

### Definitions and rules

Resits and retakes are defined by IfATE as follows:

- Resit – the reassessment of an EPA where additional training does not take place
- Retake – the reassessment of an EPA activity where additional training does take place

Resits and retakes are defined by the CIPD as follows:

- Resit – the repeat of an end-point assessment activity where only one EPA (either the consultative project or the professional discussion) has been failed and where additional learning does not take place.
- Retake – the repeat of the entire EPA where:
  - the apprentice has failed both the consultative project and the professional discussion, or
  - the apprentice has failed their second resit of an EPA.

Additional rules for these standards are:

- A fail in one of the assessment methods will require that assessment method to be repeated.
- If both assessment methods are failed, then the entire EPA must be repeated.
- The maximum grade for an apprentice who resits or retakes an HR EPA is a Pass.

As resits and retakes are not covered by levy funding they are always at the employer's discretion.

Only one retake is permitted per apprentice.

## Readiness for EPA

An apprentice is ready for EPA when they have completed all on-programme training, achieved the mandatory aspects of the apprenticeship standard and the employer has confirmed they are confident the apprentice has achieved occupational competence.

The final decision as to whether the apprentice is ready to move to EPA is made by the employer, who may seek input from the training provider, based on their joint monitoring of the apprentice's progress.

The process to determine whether the Apprentice is ready to move on to EPA is known as the Gateway and is confirmed during a review after the on-programme training has been completed. It is the role of the employer to conduct the Gateway review, supported by the training provider, who has a continuing duty of care for the apprentice throughout EPA and until completion of their apprenticeship.

## Process

This section outlines the process for resits and retakes

### Receiving results and booking a resit

All resits must be booked and completed within four weeks of the notification of a fail outcome. The date of notification of results is taken from the date when results are available and uploaded to SmartEPA. Retakes will be booked after completion of the additional training period as agreed with the employer and training provider.

If an apprentice fails an EPA, the CIPD will produce a summary of the components. This will indicate which components have not yet met or exceeded the requirement and therefore need to be addressed in a resit or retake. The assessment components are listed in Appendix 1 of the apprenticeship assessment plan and are entitled 'Assessment Methods'. To maintain the integrity of the end point assessment CIPD is not able to provide feedback that leads or guides the apprentice.

### Resits for the consultative project (Resit Appendix)

In most instances apprentices will be required to complete the 'Resit Appendix'.

The apprentice will need to supply a brief overview of the original project, their organisation and their role in the introduction box. The apprentice will need to provide evidence to meet the knowledge or skills for components that were either graded as Red or Amber on their feedback from their initial EPA.

The evidence the apprentice provides must link to the original project submission and not be evidence of skills and knowledge from their day-to-day role.

The word count allowance is:

- Level 3 HR Support - 150 words per component (+/-10%)
- Level 5 HR Consultant Partner - 250 words per component (+/-10%)

The word count can be distributed across the components in a way where you may use less for one component to use more in another. The assessment judgement is based on how well the apprentice meets the standard according to the evidence submitted.

Where there are a large number of components that need to be reassessed, apprentices may wish to reflect on whether it would be better for them to complete a new consultative project. The apprentice should discuss this with their employer/training Provider and consider which option is best.

'The Consultative Project Template – Resit Appendix' is to be uploaded on to SmartEPA no later than 2 calendar days before the resit booking date.

## Resits for the consultative project (Rewrite)

Where apprentices need to address a large number of components in the resit, they may decide that resubmitting the full consultative project is more appropriate.

They will need to rewrite the Consultative Project providing evidence against all components and upload this to the documents tab on SmartEPA no later than 2 calendar days before the resit booking date.

## Resits for the professional discussion

The requirements for a professional discussion resit/retake are identical to the original assessment. A different set of questions will be used to avoid predictability. The assessments will take place at an agreed time on the resit booking date.

## Retakes

Retakes follow the same process as the initial assessment. Apprentices must complete a new or updated consultative project and complete a new professional discussion. Once the additional training is complete, please contact [MyEPA@cipd.co.uk](mailto:MyEPA@cipd.co.uk) to book in for a retake.

## Timeframes

CIPD delivers resits and retakes according to the timeframes specified within the assessment plans for the HR standards.

For HR resits, this must be within four weeks of the published result.

For retakes the apprentice's timeline is paused whilst they undertake additional training. When they are ready to go through EPA again, they will be given the full allocation of 11 weeks to submit their new consultative project and complete the professional discussion.

## Allocation of the Assessors

End point assessment retakes and resits will be allocated to Assessors according to Assessor availability. This means the Assessor who marked the original assessment may assess the resit/retake but this won't necessarily be the case.

## Cancellations

In the case of a cancellation of a resit/retake, the end-point assessment will be re-arranged in accordance with the cancellation policy and any associated fees will be charged to the employer.

## Receiving resit / retake results

Apprentices will be notified of their resit/retake results in the same way as for their initial assessment. The outcome will be uploaded to SmartEPA following any necessary verification and quality assurance conducted by the CIPD.

The notification will be sent to the apprentice and copied to their employer and training provider within two - three weeks of the assessment.

## Certification

An apprentice will not receive their apprenticeship certificate until the EPA has been completed successfully.

## Appeals

An apprentice has the right to appeal the outcome of their EPA on the basis of one or more of the following:

- the results of EPAs where the CIPD did not properly, fairly, or consistently follow procedures
- the conduct of EPAs
- decisions about Reasonable Adjustments and Special Consideration relating to apprentices taking an EPA
- decisions relating to any action taken against an apprentice following an investigation into malpractice or maladministration.

Any additional resit or retake bookings cannot be considered until after the appellant has been notified of the appeal outcome. The CIPD will notify the appellant of the outcome of the appeal within 20 working days and if required, the appellant will have four weeks to book their resit from the date the appeal outcome is provided.

More details about the appeals process can be found within the CIPD's Appeals and Enquiries (EPA) Policy on [the CIPD website](#).

## Exceptional Circumstances

There may be occasions of exceptional circumstance preventing the apprentice from booking the resit/retake within the timeframe provided. In these circumstances the Apprentice must inform CIPD as soon as possible and no more than five working days after the booking deadline; supporting evidence may be required. The CIPD will consider the circumstances and an extension may be granted.

Any reasonable adjustment requirements outlined at Gateway will apply to the resit/retake if suitable.

For further details, please refer to the CIPD Reasonable Adjustments and Special Considerations Policy on [the CIPD website](#).

There may also be occasions of exceptional circumstance where the original assessment cannot be graded, or the original grade cannot be honoured. In these circumstances the CIPD will contact the apprentice, employer and training provider to discuss next steps.

For further details, please refer to the CIPD Malpractice and Maladministration policy on [the CIPD website](#).

## Fees and Payment Terms

Under the conditions for the end-point assessment organisations as set out by the ESFA, the CIPD are permitted to charge for the costs associated with any further assessment required by the apprentice to achieve end-point assessment.

Under the ESFA Funding Rules, public funding can only be used for the additional learning required to retake an EPA. This means that the employer must cover any associated costs for resits/retakes.

For further information on fees and payment terms, please refer to the CIPD EPA Terms and Costs.

## Appendix – Process for resits/retakes

### Resit Consultative Project

Where a fail was awarded against the consultative project, the resit must be booked and completed within 4 weeks of the results being available and uploaded to SmartEPA.

1	Overall grade is released with a fail for the Consultative Project.
2	Apprentice reviews feedback provided by the assessor and discusses the outcome with employer.
3	If employer agrees to the resit, the training provider contacts <a href="mailto:MyEPA@cipd.co.uk">MyEPA@cipd.co.uk</a> to book the resit assessment.
4	Apprentice and employer to decide whether to submit a 'Resit Appendix' or resubmit the whole Consultative Project.
5	Apprentice submits by the deadline two calendar days before the resit assessment date.
6	The apprentice's results will be released 2 - 3 weeks from the resit assessment date.

## Resit Professional Discussion

Where a fail was awarded for the Professional Discussion, the resit must be booked and completed within 4 weeks of the results being available and uploaded to SmartEPA.

1	Overall grade is released with a fail for the Professional Discussion.
2	Apprentice reviews feedback provided by the assessor and discusses the outcome with employer.
3	If employer agrees to the resit, the training provider contacts <a href="mailto:MyEPA@cipd.co.uk">MyEPA@cipd.co.uk</a> to book the resit assessment.
4	Apprentice should refer to the 'Essential Guide to the Professional Discussion' in the HR Toolkit to prepare for their resit.
5	Apprentice should use the test link on the booking email sent from <a href="mailto:SEPA@smartapprentices.com">SEPA@smartapprentices.com</a> prior to their assessment date to ensure they can access the Professional Discussion.
6	The apprentice's results will be released 2 - 3 weeks from the resit assessment date.

## Retake

Where a fail was awarded against both assessment methods, the timeline will be paused so that the apprentice can undertake further learning and development.

1	Overall grade is released with a fail for the Consultative Project and Professional Discussion.
2	Apprentice reviews feedback provided by the assessor and discusses the outcome with employer.
3	Employer works with the apprentice and training provider to create a development plan
4	Training provider should submit a copy of the development plan to <a href="mailto:MyEPA@cipd.co.uk">MyEPA@cipd.co.uk</a> along with the employer's authorisation, new Consultative Project Scope and expected EPA date.
5	Once the apprentice's further training and development is complete, the apprentice, training provider and employer should have a review meeting to determine readiness for EPA.
6	The training provider should email <a href="mailto:MyEPA@cipd.co.uk">MyEPA@cipd.co.uk</a> to book the retake. The apprentice will have the same timeline as the initial assessment: 11 weeks from the date of booking.
7	Apprentice submits their Consultative Project by the deadline seven calendar days before the assessment date.
8	Apprentice should use the test link on the booking email sent from <a href="mailto:SEPA@smartapprentices.com">SEPA@smartapprentices.com</a> prior to their assessment date to ensure they can access the Professional Discussion.
9	The apprentice's results will be released 2 - 3 weeks from the resit assessment date.