

# Timescale for Issuing Results and Certification- End-Point Assessment

## **Objective.**

This policy provides guidelines on timescales for issuing results and certification for end point assessment undertaken by Innovate Awarding.

## **Process**

On demand test results are published on epaPRO within 5 working days of the test taking place. However, the result cannot be released until all documentation required has been received by IOA.

On demand human marked tests are published on epaPRO within 9 working days of the test.

All other assessment component results are published on epaPRO within 7 working days of the assessment taking place, with the exception for some hospitality and level 2 customer service assessments, which may take a maximum of 10 working days.

Final results are published on epaPRO within a maximum of 10 working days of final assessment component mark being published on epaPRO.

IAO as the EPAO makes the ESFA certificate claim. IAO submit a claim within 15 working days after final result has been uploaded to epaPRO. The ESFA send the certificate directly to the employer.

For replacement certificates, a request must be emailed to [epa@innovateawarding.org](mailto:epa@innovateawarding.org) and IAO will request this from the ESFA. IAO will action this request within 2 working days of receiving the request.

