

Withdrawal Policy

Policy Statement

This policy outlines the processes to follow when withdrawing an apprentice from the End-point Assessment (EPA) and before gateway has been met.

Objectives

Innovate aims to provide a streamlined approach for apprentices, employers and providers when an apprentice can no longer complete the EPA requirements of their registered standard.

Scope

This policy covers all apprentices registered with Innovate to complete their EPA. The policy will outline the processes to follow if an apprentice is unable to complete the EPA and needs to be withdrawn.

Reasons for withdrawing an apprentice

Reasons for the withdrawal of an apprentice from completion of the EPA are listed below: This list is not exhaustive.

- Apprentice leaves the employer or plans to leave the employer
- Performance of the apprentice within the organisation falls below the expected requirements
- The apprentice changes their job role and are no longer able to gather the required experience and evidence to complete the standard
- Innovate Awarding finds that the apprentice has not completed the requirements of the gateway checklist, such as completion of mandatory qualifications or functional skills at the required level
- The apprentice refuses to complete the EPA or has failed assessments and does not wish to retake or is unable to retake based on the rules of the assessment plan
- It is deemed unsafe for the EPA to continue with the apprentice

Process

The training provider can withdraw the apprentice on epaPRO at any time through the change of circumstance functionality, providing a reason as to why the apprentice has been withdrawn

If apprentices are suspected to be leavers, Innovate will take every reasonable measure to contact the apprentice, including contacting the employer and employer provider/training provider. If we believe the apprentice is a leaver, they will be entered into suspended status by our compliance department, pending withdrawal by the training provider.

Withdrawal of an apprentice and associated costs

Should a candidate withdraw after being submitted through gateway, then our reasonable costs will be incurred (i.e. those we have already incurred in preparing staff, developing assessment materials, reviewing gateway evidence, arranging planning meetings, booking assessments and carrying out assessments). Details as follows:

- Apprentice is withdrawn after assessments are booked = any non-sat assessments will be refunded in line with our re-sit charge list, up to a maximum of 80% of the amount invoiced for the gateway, less £25 for the cost of the planning meeting
- Apprentice is withdrawn with no assessment bookings = 80% of the amount invoiced for the gateway will be refunded

Re-instating Withdrawn Apprentices

If for any reason you wish to re-instate an Apprentice that you have withdrawn on epaPRO either in error, or due to the Apprentice changing their decision to withdraw, in the first instance please contact our Client Relationship Team via email epa@innovateawarding.org to discuss the process that needs to be followed as this will depend on the Apprentice and the stage they were at, at time of withdrawal.

Key Contacts

For further information on withdrawal processes, please contact epa@innovateawarding.org