

# Cancellation and Non-Attendance Policy

## Introduction

Where assessment components are cancelled or not attended, legitimate eligible costs will be incurred and will be payable to the party affected.

## Objectives

Innovate Awarding aims to provide a consistent approach for apprentices, employers and providers when an End-point Assessment is cancelled or not attended.

## Scope

This policy covers all booked End-point Assessment components for all standards delivered by Innovate Awarding.

## Policies

These policies cover Innovate Awarding's process and charges in relation to assessments being cancelled or abandoned. Specifically, this policy document will cover:

- *Cancellations (notified)* – Cancellations made with sufficient notice (5 working days or more) and not liable to any charges.
- *Late Cancellations (not notified)* – Cancellations made with insufficient notice before 5PM on the day prior to the scheduled assessment but with less than 5 working days' notice and liable to a charge related to 50% of the component cost listed in the Cancellation fees list.
- *Non-Attendance* – Where cancellation occurs after 5PM on the day prior to the scheduled assessment, on the day of the assessment or where the assessment doesn't take place due to a no show from either the apprentice or the End-point Assessor, and liable to a charge related to 100% of the component cost listed in the Cancellation fee list.

This policy also covers End-point Assessments which require a submission prior to the date of assessment.

Where submissions are required a submission date will be set for the apprentice at the planning meeting. If a submission date is missed a 7-day extension will be granted, however if the second or subsequent submission is made it will result in a non-attendance.

Whilst it is accepted that cancellations, including notified cancellations may be unavoidable, it is vital that once an EPA schedule is agreed all parties are committed to ensuring that the assessment components take place as planned unless there are unforeseen circumstances that make it impossible to do so.

## **Cancellation (notified)**

### Policy Statement

This policy outlines the processes followed when an apprentice or End-point Assessor (EPA) cancels a scheduled End-point Assessment with more than the required notice period prescribed by Innovate Awarding

### Scope

This policy covers all booked End-point Assessment components.

### Policy and Process

In accordance with the ESFA Rules, Innovate Awarding will charge/or refund the provider eligible costs, legitimately incurred where, due to either unforeseen circumstances or a change of circumstance the assessment cannot occur as planned within an agreed timeline. For the purposes of this policy:

- Any cancellation provided with five working days' notice or longer will be considered as *Notified Cancellation* and will be rescheduled without charge or refund.

## **Late Cancellation (not notified)**

### Policy Statement

This policy outlines the processes followed when an apprentice or End-point Assessor (EPA) cancels a scheduled End-point Assessment outside of the required notice period prescribed by Innovate Awarding but before 5PM on the day prior to assessment.

### Scope

This policy covers all booked End-point Assessment components.

### Policy and Process

In accordance with the ESFA Rules, Innovate Awarding will charge/or refund the provider eligible costs, legitimately incurred where, due to either unforeseen circumstances or a change of circumstance the assessment cannot occur as planned within an agreed timeline. For the purposes of this policy:

- *Late Cancellation (not notified)* relates only to where the Apprentice, Employer, Provider or End-point Assessor cancels an assessment, or component of an assessment with less than five working days' notice up to 5pm on the day prior to the assessment is scheduled.
  - Costs are shown in the cancellation and non-attendance charge list published on epaPRO
  - A late cancellation will be rescheduled and will not count as a fail for the apprentice

- Should the late cancellation be caused by Innovate Awarding an amount for the reasonable costs incurred by the employer in scheduling and making available the Apprentice will be refunded and the assessment rescheduled based upon the charges shown in the cancellation charge list. The component will be rescheduled as a priority.

## **Cancellation (Non-Attendance)**

### Policy Statement

This policy outlines the processes to follow when an Apprentice or End-point Assessor (EPA) fails to attend a scheduled End-point Assessment, or the assessment is cancelled after 5PM on the day prior to the scheduled assessment.

### Scope

This policy covers all booked End-point Assessment components.

### Policy and Process

In accordance with the ESFA Rules, Innovate Awarding will charge the provider eligible costs, legitimately incurred where, due to either unforeseen circumstances or a change of circumstance the assessment does or cannot occur as planned within an agreed timeline. For the purposes of this policy:

- This relates to situations where the Apprentice or End-point Assessor fails to attend the scheduled assessment or if the assessment is cancelled after 5PM on the day prior to the scheduled assessment
  - Costs are shown in the cancellation and non-attendance charge list published on epaPRO
  - An abandoned assessment caused by the apprentice not attending or cancelling after 5pm on the day prior to the assessment without *exceptional circumstances* submitted will also result in a failed assessment being recorded and the potential of the overall attainment being capped at a lower level than the highest possible attainment available
  - Should the abandoned assessment be caused by Innovate Awarding an amount for the reasonable costs incurred by the employer in scheduling and making available the Apprentice will be refunded in full and the assessment rescheduled based upon the charges shown in the cancellation charge list. The component will be rescheduled as a priority.

If the apprentice fails to attend a scheduled End-point Assessment for the same assessment element, or the assessment is cancelled after 5pm on the day prior to the scheduled assessment on the second occasion the apprentice will be suspended. The EPA will add the non-attendance to epaPRO as normal and add a note to the apprentice's profile on epaPRO. The EPA must then email compliance requesting suspension providing the reason why and email the on-programme assessor informing them of the suspension and reason for

suspension. This is in line with the **'Back into Learning', 'Suspended' & return to 'In Assessment' process & policy**

## Key Contacts

For further information on withdrawal processes, please contact [epa@innovateawarding.org](mailto:epa@innovateawarding.org)

## Exceptional Circumstances

Where exceptional circumstances exist for cancelled or abandoned assessments, Innovate Awarding will review these and where agreed plan for these circumstances. These will be reviewed on a case-by-case basis and agreed by the Regulation and Compliance Manager in coordination with the EPA Manager for the sector. For cancellations or abandoned assessment to be considered as having exceptional circumstances, they must be submitted via a special consideration form to [compliance@innovateawarding.org](mailto:compliance@innovateawarding.org)