

# Level 2 Dog Groomer Apprenticeship Standard

## Training Provider and Employer Specification

Reference: ST0943



**Phone Number**  
0800 433 4700



**Email Address**  
[epao@ipetnetwork.co.uk](mailto:epao@ipetnetwork.co.uk)



**Website**  
[www.ipetnetwork.co.uk](http://www.ipetnetwork.co.uk)

## Contents

<b>1. Introduction .....</b>	<b>4</b>
1.1 Support for Training Providers and Employers.....	4
<b>2. End Point Assessment Fees .....</b>	<b>5</b>
<b>3. Apprenticeship Standard Occupational Summary.....</b>	<b>5</b>
3.1 Knowledge Skills and Behaviours.....	6
<b>4. End Point Assessment Process .....</b>	<b>11</b>
<b>5. Gateway .....</b>	<b>12</b>
5.1 Gateway Requirements.....	12
5.2 Portfolio Submission .....	13
5.3 Uploading Gateway Evidence .....	15
5.4 Independent End Point Assessor Allocation .....	15
<b>6. End Point Assessment Components .....</b>	<b>15</b>
6.1 Knowledge Test.....	15
6.2 Observation with Questions .....	16
6.3 Interview Underpinned by a Portfolio .....	18
<b>7. Preparation for End Point Assessment .....</b>	<b>19</b>
7.1 Preparing the Apprentice for the Knowledge Test .....	19
7.2 Preparing the Apprentice for the Interview Underpinned by a Portfolio of Evidence...20	
7.3 Preparing the Apprentice for the Knowledge Test .....	20
<b>8. What to Expect on the Day of End Point Assessment.....</b>	<b>21</b>
8.1 Authenticating the Apprentice’s Identification .....	21
8.2 Apprentice Instruction and Conduct.....	22
8.3 Unexpected Situation or Emergencies.....	22
<b>9. Independent End Point Assessors (IEPAs).....</b>	<b>23</b>

<b>10. End Point Assessment Marking and Results.....</b>	<b>23</b>
10.1 Overall Grading .....	24
10.2 Publishing Results .....	25
<b>11. Re-sits and Re-takes .....</b>	<b>26</b>
<b>12. Certification.....</b>	<b>27</b>
<b>13. End Point Assessment Cancellation .....</b>	<b>27</b>
<b>14. End Point Assessment Enquiry or Appeal .....</b>	<b>27</b>

## 1. Introduction

This specification serves as a resource for employers and training providers overseeing apprentices enrolled in the ST0943 Level 2 Dog Groomer Apprenticeship Standard, specifically focusing on Assessment Plan Version 1.1. It outlines the procedures for engaging with iPET Network as both an End-Point Assessment Organisation (EPAO) and Independent End-Point Assessor (IEPA) for your apprentices.

The journey of your apprentice through the End-Point Assessment (EPA) process will be coordinated through the EPA platform ACE360. For additional information about iPET Network, please refer to our website: <https://www.ipetnetwork.co.uk>

This guide corresponds to Assessment Plan version ST0943/AP02. Before registering your apprentice for EPA, kindly verify that this is the correct version of the Assessment Plan applicable to your apprentice. Comprehensive details about this Assessment Plan can be located on the IfATE website.

EPA will comprehensively evaluate the apprentice's proficiency in line with the knowledge, skills, and behaviours mandated by the Apprenticeship Standard. Grading decisions will adhere to the assessment criteria delineated in the Assessment Plan.

The EPA window for this assessment plan spans 3 months following the completion of the gateway phase.

### 1.1 Support for Training Providers and Employers

This manual is designed to assist training providers and employers throughout the End-Point Assessment (EPA) process. Furthermore, for any inquiries, feel free to reach out to the EPA Team via email at [epao@ipetnetwork.co.uk](mailto:epao@ipetnetwork.co.uk), and we will gladly provide the necessary support.

## 2. End Point Assessment Fees

<b>Apprenticeship Standard</b>	Dog Groomer
<b>Level</b>	2
<b>iPET Network EPA Fee</b>	£995
<b>Typical Duration</b>	12 months
<b>Resit/Retake Fees</b>	Knowledge Test: £135 Practical Observation with Questions: £760 Interview Underpinned by a Portfolio: £100

Where the EPA components are not completed within the three-month window of the gateway being approved, the EPA process must be started again, and this will incur additional EPA fees.

All fees must be paid before the assessment. Providers and employers are advised to carefully review the payment terms and conditions outlined in the invoicing documentation. The EPA invoice will be generated at the point of Gateway submission.

## 3. Apprenticeship Standard Occupational Summary

The broad purpose of the occupation is to complete an end to end maintenance groom on a range of dog breeds and coat types. Grooms include assessing the health, bathing, drying, brushing and trimming a diverse range of dogs. The dog groomer will take into account dogs with wire, wool, smooth, double, silky coats and those with a combination coat. Dog groomers will use their breed knowledge to produce a grooming plan and select appropriate techniques to handle, bath, dry, brush and trim. Nail trimming will also be carried out. A dog groomer will have responsibility for meeting the dog's welfare needs during grooming. They will recognise signs and symptoms of ill health including those relating to skin, coat condition and hereditary diseases. They will also identify potential causes and indicators of stress during the groom. They will adapt their approach and handling techniques. They

select equipment and products to meet the needs of the specific dog. The dog groomer will understand canine behaviour. The dog groomer will provide customer service from the point of drop off through to collection. They will gather information from the client to support the grooming process and provide maintenance advice to the owner following the groom. For example, frequency of brushing to maintain good coat condition or brush type.

### 3.1 Knowledge Skills and Behaviours

Throughout the apprenticeship programme, the apprentice will focus on acquiring the necessary knowledge, skills, and behaviours outlined in the Apprenticeship End Point Assessment Plan. This preparation aims to ready the apprentice for the EPA. The occupational competence required for successful completion of the apprenticeship involves ensuring progression to a level where the apprentice demonstrates proficiency in each KSB, with each having a designated method of assessment.

The apprentice will demonstrate proficiency in the following Core KSBs prior to the gateway:

KSB	Knowledge	Assessment Methods
K1	The 5 welfare needs of animals: a. its need for a suitable environment b. its need for a suitable diet (and water) c. its need to exhibit normal behaviour patterns d. any need to be housed with, or apart from, other animals in appropriate social groupings e. its need to be protected from fear, pain, suffering, injury and disease	Knowledge Test
K2	The legal responsibilities a dog groomer has for the welfare, handling, and management of dogs, for example under the Veterinary Surgeons Act and the Dangerous Dogs Act	Knowledge test
K3	The responsibilities a dog groomer has in relation to health and safety at work under regulations such as the Control of Substances Hazardous to Health (COSHH), Manual Handling Operations	Knowledge test

	Regulations, RIDDOR and the Health and Safety at Work Act	
K4	Dog anatomy and physiology including variations within breeds, coat types, skull shapes and anatomical extremes	Knowledge test
K5	Signs of good and poor health including those related to skin and coat conditions, parasites, disorders and zoonotic and non-zoonotic diseases and infections, and when abnormal health may require veterinary attention	Interview underpinned by a portfolio
K6	Behavioural change indicators, including signs of relaxation, fear, aggression and stress in dogs	Observation with questions
K7	Requirements for planning a groom and factors that would influence any modifications	Observation with questions
K8	Dog handling and manipulation techniques, equipment, and grooming processes relevant to the dog's temperament, life-stage, lifestyle, breed and age	Observation with questions
K9	Dog grooming equipment and it's use according to breed, coat type, age and anatomical features including brachycephalic	Interview underpinned by a portfolio
K10	Circumstances that could lead to a groom termination for example dog illness, dog behaviour, zoonotic infections and actions that should be taken	Interview underpinned by a portfolio
K11	Bathing routine including setting correct water temperatures, safe lifting, application and rinsing of grooming products	Observation with questions
K12	Dog bathing and drying equipment and it's use according to breed, coat type, age and anatomical features of the dog including brachycephalic	Observation with questions
K13	Dog grooming products, including medicated products, their use, storage, and dilution rates	Observation with questions
K14	Use of cleaning, disinfecting and sterilising products within the workspace and disposal of waste	Observation with questions

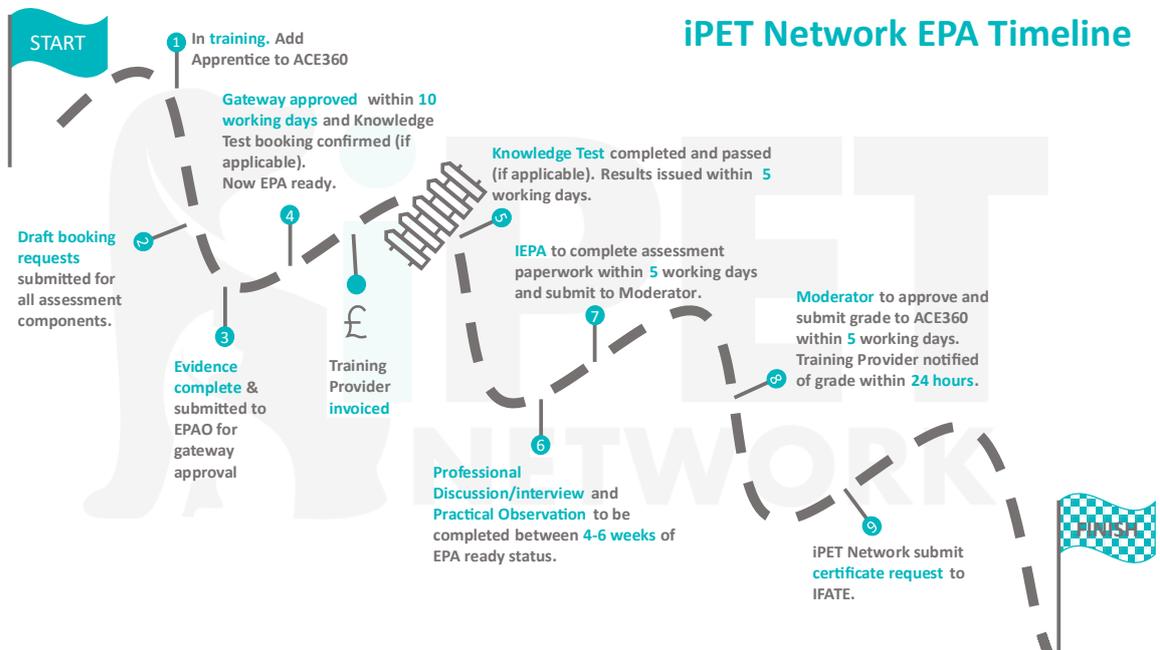
K15	Coat trimming techniques, and the reasons for trimming or not trimming certain areas	Observation with questions
K16	Nail formation and growth, nail trimming techniques, and actions to be taken if bleeding occurs	Observation with questions
K17	Principles of holding and working areas and environmental requirements according to breed, size and age	Interview underpinned by a portfolio
K18	Principles of equipment storage and routine maintenance including reporting of equipment maintenance requirements	Interview underpinned by a portfolio
K19	Variety of workplaces and workplace structures within which dog groomers operate, and the range of stakeholders they may interact with	Knowledge test
K20	Canine first aid	Interview underpinned by a portfolio
K21	Principles for sharing technical knowledge with peers such as newly appointed colleagues and volunteers	Interview underpinned by a portfolio
K22	Communication techniques and how to adapt these for different audiences including delivering difficult customer conversations and dealing with customer complaints	Interview underpinned by a portfolio
K23	The importance of gathering and reporting accurate and complete information relating to all aspects of the groom, including the health and temperament of the dog	Observation with questions
K24	Methods for collecting, recording and relaying relevant information to others	Observation with questions

K25	Payment processes for example cash, card, and electronic	Knowledge Test
K26	The importance of customer service, and personal performance, and the impact this has on business success	Interview underpinned by a portfolio
K27	The principles, communication skills, and behaviours of promoting and selling products, services, and treatments; the sales cycle and retail and trade legislation	Interview underpinned by a portfolio
<b>Skill</b>		<b>Assessment Methods</b>
S1	Develop a dog grooming plan to meet the individual requirements of the dog and owner	Observation with questions
S2	Carry out a dog grooming plan to meet the individual requirements of the dog and modify as required throughout the groom	Observation with questions
S3	Identify normal signs of good and bad health including poor skin condition and external parasites	Observation with questions
S4	Identify when to report abnormal signs of health and advise the customer when abnormal health may require veterinary attention	Interview underpinned by a portfolio
S5	Recognise and adapt to behavioural change indicators and signs of relaxation, fear, aggression and stress in dogs	Interview underpinned by a portfolio
S6	Handle and move dogs, adapting own behaviour to meet the needs of the dog	Observation with questions
S7	Identify and use relevant dog restraint equipment to move and handle the dog according to temperament, age, breed, and size, and in line with manual handling and lifting procedures	Observation with questions
S8	Bathe a dog using procedures which account for breed, coat type and anatomical features, including selecting, preparing and using products	Observation with questions

	according to coat type	
S9	Store grooming and bathing products, including medicated shampoo, in accordance with COSHH regulations	Observation with questions
S10	Dry a dog selecting and using equipment, methods and products which account for coat type, breed, and anatomical features	Observation with questions
S11	Handle the dog and use nail clippers and/or scissors to trim dog's nails.	Observation with questions
S12	Select, handle, and use coat trimming equipment	Observation with questions
S13	Identify factors that require the groom to be terminated early, such as illness, zoonotic infections, behaviour, stress	Interview underpinned by a portfolio
S14	Identify and escalate health and safety, and animal welfare concerns	Interview underpinned by a portfolio
S15	Maintain dog records	Observation with questions
S16	Communicate with colleagues, customers, and stakeholders and use terminology suitable to audience	Observation with questions
S17	Clean, maintain, store and sterilise products and equipment	Observation with questions
S18	Clean and disinfect the work area and dispose of waste in accordance with COSHH regulations	Observation with questions
	<b>Behaviour</b>	<b>Assessment Method</b>
B1	Takes ownership of work	Observation with questions
B2	Welfare focussed to show respect and empathy for dogs in their care	Observation with questions

B3	Puts safety first for themselves and others	Interview underpinned by a portfolio
B4	Team focussed and works effectively with others to meet work goals	Interview underpinned by a portfolio
B5	Respectful of others	Observation with questions
B6	Committed to personal learning and development	Interview underpinned by a portfolio

## 4. End Point Assessment Process



## 5. Gateway

The gateway milestone is reached when the employer, training provider, and apprentice collectively confirm that the apprentice has showcased the requisite knowledge, skills, and behaviours (KSBs) expected of a proficient General Farm Worker, as outlined in the Occupational Standard End Point Assessment Plan.

The commencement of the End-Point Assessment (EPA) process should only occur once the apprentice's employer is content that the EPA requirements have been fulfilled and can be substantiated to an End-point Assessment Organisation (EPAO). Additionally, the employer should ensure that the apprentice consistently operates at, or above, the proficiency level specified in the Apprenticeship Standard ST0937. Employers may consider seeking guidance from or consulting with the training provider for additional insights.

### 5.1 Gateway Requirements

To pass through Gateway in preparation for the EPA the apprentice must produce evidence that they have:

- completed a minimum of 12 months of on programme-training
- undertaken a minimum of 6 hours per week off-the-job training. Part-time apprentices' OTJ training hours may vary but should make up at least 20% of their working hours. OTJ training should take place during your regular working hours. (Dependent on apprenticeship start date. Refer to the apprenticeship funding rules for further details.)
- collated a portfolio of evidence.
- achieved Level 1 English and mathematics.

## 5.2 Portfolio Submission

As part of the Gateway process, the apprentice will need to present a portfolio of evidence. It is important to note that this does not entail submitting the entire on-programme portfolio. Instead, the submission is limited to providing evidence for the knowledge, skills, and behaviours (KSBs) discussed during the Interview Underpinned by the Portfolio, substantiated by a minimum of 10 pieces of portfolio evidence.

Requirements for the portfolio are set out below:

### **Portfolio of Evidence Requirements:**

- Apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship
- It must contain evidence related to the KSBs that will be assessed by the interview
- The portfolio of evidence will typically contain 10 discrete pieces of evidence
- Evidence must be mapped against the KSBs assessed in the interview
- Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested
- Evidence sources may include:
  - workplace documentation/records, for example workplace

policies/procedures, records, personal training log

- witness statements
- annotated photographs
- video clips (maximum total duration 10 minutes); the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources are possible.

- It should not include reflective accounts or any methods of self-assessment
- Any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions
- The evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this
- The portfolio of evidence must be submitted to the EPAO at the gateway

The assessment does not involve a direct evaluation of the portfolio; instead, it serves as a foundation for the interview and will not receive a mark from the EPAO. The IEPA will examine the showcase portfolio before the interview but will not offer portfolio feedback following the review.

To facilitate answering questions during the interview, your apprentice must have a readily accessible portfolio for reference. Consequently, it is crucial to meticulously organise the portfolio to provide clear support for their assessment.

### **5.3 Uploading Gateway Evidence**

The training provider is responsible for enrolling the apprentice for the End-Point Assessment (EPA) via ACE360 with iPET Network. Complete details of the apprentice are essential for registration, encompassing the apprentice's full name, email address and contact telephone number, Unique Learner Number, employer particulars, as well as the start and end dates of the apprenticeship.

The training provider will upload all of the required gateway evidence, including a gateway declaration form, Health and Safety Location Risk Assessment and any mandated qualifications to ACE360. Health and Safety Location Risk Assessment and any mandated qualifications to ACE360.

### **5.4 Independent End Point Assessor Allocation**

Upon approval of the gateway submission, we will designate one of our Independent End-Point Assessors (IEPAs) to conduct the End-Point Assessment (EPA) for your apprentice. Subsequently, we will validate the EPA booking details through the ACE360 platform.

## **6. End Point Assessment Components**

The End Point Assessment components for the Level 2 Dog Groomer apprenticeship standard consist of the following:

- Knowledge test
- Observation with questions
- Interview underpinned by a portfolio of evidence

The assessment methods can be taken in any order.

### **6.1 Knowledge Test**

- 60 minutes
- Any suitable location as per iPET Network's Remote Invigilation Policy
- Graded Fail / Pass / Distinction

The knowledge test is a controlled assessment comprising a set of multiple-choice questions. It will include a total of 30 multiple-choice questions, with each question presenting four options, only one of which is correct. Each correctly answered question earns one mark, while incorrect or unanswered questions receive a zero mark.

These questions are formulated based on the knowledge descriptors aligned with the Apprenticeship Standard for this assessment.

The apprentice must take the knowledge test in a suitably controlled environment that is a quiet space and free from distractions and influence. Access to reference books or materials is not allowed.

The knowledge test is taken online and remotely invigilated using Rogo. Remote invigilation software also allows for the test to be taken at other locations that suit the apprentice. Paper copies are also available on demand.

**It is important that the requirements for taking the knowledge test including the room / desk layout and pre-test checks are met. Where these requirements are not met the test could be voided.**

## 6.2 Observation with Questions

- 2.5 hours for grooming activities and 30 minutes for questioning (+10%)
- Graded Fail / Pass / Distinction

The IEPA will observe the apprentice for a duration of 2 hours and 30 minutes while they engage in tasks that allow them to showcase their practical skills and KSBs within a standard work setting. The IEPA has the flexibility to observe up to two apprentices simultaneously during this assessment.

The allocated two and a half hours are specifically designated for the practical activities and do not encompass the additional 30 minutes allocated for questions following the practical

assessment. It is important to note that this question time is distinct from the interview and constitutes a separate segment of the apprentice's evaluation.

The practical assessment serves as a platform for the apprentice to demonstrate the KSBs outlined in the apprenticeship standard within a realistic work environment. This provides an opportunity for the apprentice to integrate and apply their acquired knowledge. Furthermore, the assessment evaluates the apprentice's ability to safely execute operational tasks using their KSBs. The apprentice will carry out this practical assessment in the workplace to mirror a typical working day.

The expectation is for the apprentice to showcase the KSBs they have acquired throughout the apprenticeship process by:

- Plans a groom to meet the needs of both the dog and owner
- Communicating with internal and external stakeholders
- Pre-groom health check – Verbal commentary of their findings
- Moving, lifting dogs for grooming and assessing behaviour before handling
- Bathing and drying
- Grooming a dog
- Trimming/clipping as appropriate
- Undertaking a nail clip
- End of day clean of work area and equipment

The independent assessor has the discretion to increase the time of the observation with questions by up to 10% to allow the apprentice to complete a task or respond to a question.

### **Dog Selection**

The apprentice will be expected to work with a suitable breed/type of dog which requires grooming to meet the grading criteria as set below.

The apprentice should carefully consider which dog they will choose to work with during this assessment: -

- the dog must have a wire, wool, wool mix, or silky coat
- this must not be the dog's first visit to this environment
- the dog may be known to the apprentice
- The age and temperament of the dog should be considered (an elderly dog may be uncomfortable standing for so long, or a puppy may become bored and be harder to manage)

To maintain quality and rigor in the assessment process, the IEPA is limited to observing on a maximum ratio of 1-to-2 basis. As part of the assessment process, video evidence of the practical observation may be collected.

The apprentice is required to offer a verbal commentary on their health check findings. Throughout the tasks, the apprentice may be observed with minimal dialogue in some instances. Consequently, questioning becomes crucial to ensure their understanding of the rationale behind their work methods. IEPAs may pose follow-up questions to gain a more comprehensive understanding of the apprentice's KSBs related to the tasks.

### **6.3 Interview Underpinned by a Portfolio**

- 45 minutes ( 10% )
- Any suitable location ( normally in the employers premises)
- Graded Fail / Pass / Distinction

The interview is conducted in controlled settings, typically face-to-face, and usually occurs on the premises of the employer or training provider. Comprising a minimum of ten questions, the interview draws from both the iPET Network standardised question bank and queries generated by the assessor. To delve deeper into the apprentice's understanding, follow-up questions may be employed.

Ahead of the assessment, the IEPA will assess the apprentice's portfolio, shaping the content of the interview. The apprentice is required to bring a copy of their portfolio, which can be either electronic or paper-based, to reference while responding to questions. If an apprentice wishes to access their showcase portfolio through a phone or another device, they must inform the IEPA before the assessment begins. Upon approval, the apprentice can bring the device into the assessment but solely for the purpose of accessing the online portfolio, with the screen remaining visible to the IEPA throughout its use.

## 7. Preparation for End Point Assessment

Being aware of what to anticipate in each assessment can boost the apprentice's confidence when facing an EPA. As the training provider or employer, you possess knowledge about your apprentice and are in an ideal position to assist and guide them in their preparation for the end-point assessment.

### 7.1 Preparing the Apprentice for the Knowledge Test

Regular assessments by the apprentice's work-based supervisor are crucial to verify that the apprentice consistently performs tasks up to the required standard. These checks serve to prevent the development of detrimental habits that could jeopardise the apprentice's success in the EPA.

To enhance readiness for the assessment, the apprentice should practice designated tasks in controlled settings with an assessor, adhering to specified time constraints. This practice helps familiarise the apprentice with the tasks and contributes to reducing stress on the assessment day.

Additionally, the apprentice can rehearse providing a verbal commentary during a health check and practice effective communication with clients and/or colleagues to plan a groom that aligns with both the owner's and the dog's needs.

In anticipation of the assessment, the employer must ensure that the apprentice has access to the necessary facilities and equipment as outlined in the assessment plan. If the IEPA determines that the facilities and/or equipment are insufficient for the apprentice to complete the assessment, they reserve the right to cancel the EPA. Therefore, meeting all requirements is crucial. Any concerns before the assessment day should be directed to the EPA Team for advice.

It is also advisable to inform the apprentice about the considerations they should take into account when selecting a dog to work with during the assessment.

## **7.2 Preparing the Apprentice for the Interview Underpinned by a Portfolio of Evidence**

Before reaching the gateway, the apprentice should have fulfilled all the requirements outlined in the apprenticeship standard, ensuring they possess the necessary knowledge, skills, and behaviours to effectively respond to questions during this assessment.

Within a 45-minute timeframe, the apprentice is tasked with answering all the questions. It is advisable to provide support by engaging in mock question sessions beforehand, allowing them to practice delivering concise responses. It's also beneficial for them to practice answering questions from individuals they may be less familiar with. The key to feeling at ease in an assessment environment is through consistent practice.

It is essential to confirm that the apprentice is acquainted with the structure of their portfolio and the mapping of each Knowledge, Skills, and Behaviours (KSB). This familiarity enables them to effortlessly locate relevant evidence when responding to questions.

## **7.3 Preparing the Apprentice for the Knowledge Test**

Fully utilise sample papers or assessments to enable the apprentice to practice answering multiple-choice questions at the suitable level.

Ensure you are well-informed about the software requirements and access to the IT platform ROGO. Familiarise yourself with the ***Examination and Invigilation End Point Assessment Policy***.

Check that the apprentice will be taking the test in a suitable environment.

## 8. What to Expect on the Day of End Point Assessment

Please be aware that as part of iPET Network's quality assurance procedures, there might be the presence of a Lead Independent End Point Assessor or Internal Quality Assurer for one or more components of your apprentice's End Point Assessment. In such instances, there is no need for concern; their role will be discreet, and they will neither speak nor participate in the assessment of your apprentice in any manner.

The apprentice must attend adequately prepared for their EPA. It is the responsibility of the employer and training provider to clearly communicate the specifics of when and where the assessments will occur to the apprentice. Providing the apprentice with access to pertinent support resources and opportunities to ask questions will ensure they have a clear understanding of what to anticipate on the assessment day.

### 8.1 Authenticating the Apprentice's Identification

At the commencement of each assessment component, the apprentice's photographic identification, such as a current passport or driving license, will be verified to ensure authenticity and compliance with the General Data Protection Regulations 2018 (GDPR). In the event that the apprentice does not possess these forms of photographic ID, please contact iPET Network ahead of the scheduled End Point Assessment date.

## **8.2 Apprentice Instruction and Conduct**

Mobile devices must be turned off and left outside the designated room/area for the assessment, except when used to access the portfolio or required as part of an assessment component.

Apprentices are prohibited from possessing unauthorised materials or equipment, such as notes and bags, as their presence will be regarded as a breach of assessment rules.

Compliance with instructions for each assessment, including adhering to exam conditions outlined in the assessment plan, is expected from apprentices. Failure to comply may result in the assessment being halted or deemed invalid.

Given the controlled environment of the assessments, the IEPA will oversee the supervision of apprentices during breaks to uphold the security of the assessment.

## **8.3 Unexpected Situation or Emergencies**

In an emergency, the assessment will be paused and the apprentice will be given the chance to answer the remaining questions or complete the practical tasks when the assessment is able to restart (this may not be on the same day, depending on the nature of the emergency). Any questions asked up to that point will be marked and the apprentice will not be able to return to those questions.

When the assessment resumes, the apprentice will be allowed the remaining time to complete the remaining questions or practical tasks.

If the apprentice feels unwell at any time during the assessment, the Independent End Point Assessor should be notified immediately.

If the apprentice is unable to continue with the EPA the IEPA will pause the assessment and notify iPET Network.

In an emergency, such as the fire alarm sounding, the assessment will be paused and the apprentice will be given the chance to answer the remaining questions or complete the practical tasks when the assessment is able to restart (this may not be on the same day, depending on the nature of the emergency). Any questions asked up to that point will be marked and the apprentice will not be able to return to those questions.

When the assessment resumes, the apprentice will be allowed the remaining time to complete the remaining questions or practical tasks.

If the apprentice feels unwell at any time during the assessment, the Independent End Point Assessor should be notified immediately.

If the apprentice is unable to continue with the apprenticeship assessment the Independent End Point Assessor will pause the assessment and notify IPET Network.

## 9. Independent End Point Assessors (IEPAs)

IEPAs are recruited and trained to conduct and mark the End Point Assessment. All IEPAs will hold a minimum of 2 years recent significant industry experience they will have also demonstrated experience within the education sector.

All IEPAs will participate in standardisation activities at least annually that will be run by the EPAO.

## 10. End Point Assessment Marking and Results

The observation and professional discussion underpinned by a portfolio have pre-determined standardised grading criteria as set out in the Assessment Plan. The IEPA can use only these grading criteria to make their judgement.

The multiple-choice test will be automatically marked by iPET Network's secure online e-assessment platform.

All elements of the EPA are subject to internal quality assurance once the assessments have been completed.

## 10.1 Overall Grading

This apprenticeship includes fail, pass, merit and distinction grades. To achieve a pass grade, apprentices will competently perform their role, demonstrating the application of the KSBs against the standard.

A final grade will be awarded as per the criteria in Table 1.

**Table 1**

<b>Assessment Method 1: Observation with questions</b>	<b>Assessment Methods 2: Interview underpinned by a portfolio of evidence</b>	<b>Assessment Method 3: Knowledge test</b>	<b>Overall Grading</b>
Any grade	Any grade	Fail	Fail
Any grade	Fail	Any grade	Fail
Fail	Any grade	Any grade	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Pass	Distinction	Distinction	Pass
Merit	Pass	Pass	Merit

<b>Merit</b>	<b>Distinction</b>	<b>Pass</b>	<b>Merit</b>
<b>Merit</b>	<b>Pass</b>	<b>Distinction</b>	<b>Merit</b>
<b>Merit</b>	<b>Distinction</b>	<b>Distinction</b>	<b>Merit</b>
<b>Distinction</b>	<b>Pass</b>	<b>Pass</b>	<b>Merit</b>
<b>Distinction</b>	<b>Distinction</b>	<b>Pass</b>	<b>Distinction</b>
<b>Distinction</b>	<b>Pass</b>	<b>Distinction</b>	<b>Distinction</b>
<b>Distinction</b>	<b>Distinction</b>	<b>Distinction</b>	<b>Distinction</b>

The final grade decision, subject to Internal Quality Assurance, it is recommended by the IEPA using the grading criteria above and guidance and documentation provided by iPET Network. Once internal quality assurance processes have been completed iPET Network will confirm the final grade.

## 10.2 Publishing Results

Once iPET Network has received the results of each element of the EPA and internal quality assurance processes have been followed, results will be provided to the training provider to disseminate to the employer and apprentice. Results are provided within 10 working days to the training provider following the apprentice's completion of each component of the EPA.

### For successful apprentices:

- Confirmation of the element grade i.e. Pass. or Distinction will be entered onto ACE 360 for each component of the EPA.

### For unsuccessful apprentices:

- For the element that the apprentice has been unsuccessful in a Fail grade will be entered on ACE 360 and feedback will be uploaded to assist the apprentice in preparing for a resit or retake. For the observation with questions and the interview underpinned by portfolio this will consist of assessor feedback on the areas not achieved and for the multiple choice test this will consist of a breakdown of how many questions were passed or failed against each of the 6 knowledge test criteria

## 11. Re-sits and Re-takes

If an apprentice does not succeed in one or more assessment methods, they may have the opportunity to re-sit or re-take, The timescales for a re-sit or re-take is agreed between the employer and EPAO. A resit is typically taken within 2 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 4 months of the EPA outcome notification. All assessment methods must be taken within a 6-month period, otherwise the entire EPA will need to be re-sat or re-taken. Re-sits and re-takes are not offered to apprentices wishing to move from pass to a higher grade. Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of merit, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take

Decisions regarding each individual case will be made collaboratively between the employer and iPET Network, and any actions, if approved, will be at the employer's discretion. Re-sits are not permitted for the sole purpose of improving a grade, such as moving from a Pass to a Distinction.

In cases where a re-sit or re-take is agreed upon, the grade will be capped at a Merit unless there are exceptional circumstances verified by iPET Network. A re-take indicates that the apprentice requires additional learning or training, while a re-sit does not; apprentices needing a re-take should have a support plan in place to prepare them for this.

## 12. Certification

iPET Network will apply for the Apprenticeship Certificate on the day of disclosing the apprentice's overall result in the End-point Assessment. The DFE will then dispatch the Apprenticeship Certificate to the employer of the apprentice via recorded delivery. This process may take an additional 20 days from the date of application by iPET Network.

## 13. End Point Assessment Cancellation

There may be instances where it becomes necessary to cancel or reschedule an EPA booking. Depending on the time remaining between the cancellation and the scheduled EPA event, relevant fees for cancellation or amendment may apply. Please refer to the ***End Point Assessment Lead Training Provider / Employer Centre Pack***.

## 14. End Point Assessment Enquiry or Appeal

The apprentice has the right to make an assessment appeal for part or all of their end-point assessment; please refer to the iPET Network ***EPA Enquiries and Appeals Policy***. Appeals must be submitted using the iPET Network ***Appeals Form***.

### Version Control

Date of Amendment	Version Number	Amendments
23/09/2025	1.2	Updated Standard Version
19/02/2026	1.3	Formatting of Document Changed