


Cancellation, Re-sits and Retake Policy

Responsibility:	Liz Scott-Walter, Responsible Officer	Date doc. approved:	V4.0 March 2024
Print name sign off:	Simon Little, Managing Director	Last review date of doc:	V1.0 Nov 2020 V2.0 June 2022 V3.0 August 2023 V4.0 March 2025
Signature:		Next review date:	March 2026

Document Control		
Version Number	Date	Changes
V4.0	18 September 2025	<ul style="list-style-type: none"> ▪ Changed name of Responsible Officer (RO) ▪ Amended ESFA Education and Skills Funding Agency (ESFA) to Department for Education (DfE) responsibility ▪ Addition to mitigating or other circumstances. ▪ Transferred Apprentices from another EPAO

Please Note: This policy has been reviewed at a time when apprenticeship reform is in progress and organisations are transitioning from End-Point Assessment Organisations (EPAOs) to Assessment Organisations (AOs), and from end-point assessment to apprenticeship assessments. The terminology used within this policy is EPAO and End-Point Assessments (EPA), to be updated to AO etc. once that transition is complete.

Section 1

Definition of cancellation, re-sit, and retake

1.1. Cancelled with notice

If an assessment is cancelled with at least 24hrs notice, this is recorded as a cancelled assessment and does not count as an attempt. However, section 3.6 of this policy still applies and to re-book a cancelled assessment, a Re-sit/Re-take form should be submitted.

1.2 Cancelled without notice

If an assessment is cancelled with less than 24hrs notice, this is recorded as cancelled without notice. Unless extenuating circumstances apply, this will be counted as an attempt and a Fail result applied. Subsequent attempts will be subject to all re-sit/re-take rules detailed in this policy.

1.3 Apprentice does not attend

If the apprentice does not attend the assessment, this will be recorded as a No-Show and deemed as cancellation without notice. Unless extenuating circumstances apply, this will be counted as an attempt and a Fail result applied. Subsequent attempts will be subject to all re-sit/re-take rules detailed in this policy.

1.4 Re-sit - Apprentice does not require further learning

Unless the assessment plan requires an apprentice to undertake additional learning prior to re-taking an assessment (thus making it a re-take, not a re-sit), if an apprentice Fails an element of their EPA but the employer and training provider feel the apprentice has sufficient knowledge and understanding to attempt the assessment again without further learning, they are able to re-sit as soon as is convenient for all parties. Evidence of additional learning does not need to be provided for a re-sit.

1.5 Re-take – Apprentice requires further learning

Unless specifically stated in the Assessment Plan, if an apprentice Fails an element of their EPA and the employer, training provider, or BPN feels that the apprentice requires further development, the employer and/or training provider must deliver additional learning to the apprentice before they attempt the assessment again.

Note: Funding of re-takes is dependent on whether or not further learning has taken place. This should be agreed in the contract between the employer and training provider. Refer to the DfE funding rules.

Section 2

Generic conditions of re-sit/re-take policy

2.1 Does this policy apply to all standards?

The rules for re-sitting/re-taking elements of, or all of, the EPA varies from standard to standard. This policy outlines the conditions to be applied when an assessment plan does not include specific rules for re-sit/re-take. Where the assessment plans state specific requirements around re-sits and/or re-takes, they take precedent over the identified conditions of this policy.

2.2 Will the same Independent End Point Assessor (IEPA) conduct the re-sit/re-take?

The same IEPA *may* conduct the re-sit/re-take unless there are extenuating circumstances. Alternatively, BPN may appoint a different IEPA.

2.3 Does evidence of additional learning have to be provided prior to re-take?

In all cases, evidence of further learning must be evidenced after two attempts have been made.

2.4 Can an online assessment be re-sat/re-taken with a face-to-face assessment, or vice versa?

Yes. Refer to the EPA price list for appropriate re-sit/re-take fees per delivery method.

Section 3

Attempts and Timescales

3.1 How many times can an apprentice re-sit/re-take?

3.1.1 Unless otherwise stated in the assessment plan, the maximum number of attempts that we will allow is three per assessment method.

3.2.1. If an apprentice fails the maximum number of attempts permitted per assessment method, the overall result will be recorded as Fail and any remaining assessment methods will be cancelled.

3.2 What are the timescales for re-sit/re-take?

Unless otherwise specified in the assessment plan, or in exceptional circumstances:

3.2.1 A re-sit/re-take must be taken within 1-3 months of the date of notification of results.

3.2.2 The entire EPA should be concluded within 6 months of gateway unless the apprentice is required to re-sit/re-take or has been placed on a break in EPA - in which case the entire EPA should conclude within 12 months of gateway.

3.2.3 If the EPA extends beyond 12 months from gateway, it may be necessary to repeat the entire EPA in order for us to confirm currency of full competency across the standard.

3.3 If an apprentice fails one part of the EPA, do they have to re-sit/re-take the entire EPA?

The apprentice only needs to re-sit/re-take the full method of assessment that they have failed (all criteria). However, if the EPA has not concluded within 12 months from gateway, the entire EPA may need to be taken again to ensure currency of competency across the entirety of the standard.

3.4 What if the apprentice leaves their employer before the EPA has concluded?

The apprentice must be employed for the entire duration of the apprenticeship, including EPA. The only exception to this is if the apprentice has been made redundant. Refer to the DfE funding rules.

3.5 What if the apprentice has a break in EPA?

If an apprentice has a break in EPA, the total duration, including the break, cannot extend beyond 12 months from the date of gateway. For example: if an apprentice is active on EPA for two months, then goes on a break in EPA, they will have four months remaining when they return from the break. The end date must still remain within 12 months of the gateway date.

3.6 How do I request a re-sit/re-take for an apprentice?

3.6.1 To request a re-sit or re-take for an apprentice, you must complete and submit an EPA Re-sit/Re-take Request Form. Click [Here](#) for request form.

3.6.2 When requesting a re-sit/re-take, you must consider the completion timescales as identified in section 3.2, allowing sufficient time for the re-sit/re-take to be booked and remain within timescales.

3.6.3 When requesting a re-sit/re-take, you must consider that where new or amended submissions of evidence are required to be viewed by an assessor prior to the re-sit or re-take, for example a new workplace project report or amended appendices, these must be submitted to BPN at least 10 working days before the re-sit or re-take.

3.6.4 Your submitted Re-sit/Re-take Request form will be reviewed within 3 working days of receipt.

3.6.5 Once your request has been approved, within 5 working days, an assessor will contact you to agree a date for assessment that will fall within a specified assessment window, the length of which will be informed by section 3.2 and assessor availability.

3.7 If an apprentice has been awarded an overall grade of Fail for all assessment methods within an EPA, can they reattempt the entire EPA?

Yes, however, re-entry into EPA for full re-assessment is strictly under the following conditions:

- All requests for re-entry into EPA must be made within 20 days of the final notification of results
- The apprentice must enter a period of further learning for a minimum of 3 months
- Re-entering EPA is subject to full cost
- All methods of assessment must be re-taken
- Evidence submitted for portfolios/showcase etc. must meet requirements for timeliness of evidence (i.e. the original evidence cannot be re-used if it does not meet currency requirements)
- For EPA that involves a knowledge test (e.g. MCQ), this must be passed before any further method of assessment can occur, irrespective of the order specified in the AP
- The final grade will be capped at Pass, unless otherwise stated within the specific Assessment Plan.
- The apprentice is restricted to one attempt at re-entering EPA
- All other conditions within this policy apply

3.8 If the apprentice feels that exam performance is likely to be affected by illness, bereavement, or another circumstance.

The End-point Assessor and Employer needs to be made aware of this prior to the scheduled assessment.

Our reasonable adjustments and special consideration policy offers further guidance and procedure information.

Mitigating circumstances that will be considered are:

- Health issues or illness
- Bereavement
- Last minute travel issues

If these circumstances affect the ability of the apprentice to attend the assessment/s a mitigating circumstances form will be required to be submitted to the End-point Assessor for consideration.

If a re-sit is required after the first EPA attempt, the maximum grade achievable is a pass.

The form must be supported by appropriate documentation (for example a medical certificate where illness has affected an assessment).

To request re-entry to the full EPA, you must submit a request for special consideration to epa@bestpracticenet.co.uk, stating why the apprentice should be offered the opportunity to re-attempt the full EPA.

Section 4

Grades

4.1 Are all grades available on a re-sit/re-take?

Unless otherwise specified in the assessment plan, or in exceptional circumstances, the results for a re-sit/re-take will be capped at a Pass for the relevant method of assessment. This may or may not impact on the final overall grade, depending on the grading methodology applied by each individual standard.

4.2 Re-sit/re-take to increase a grade from 'Pass'

Apprentices cannot re-sit/re-take any elements of the EPA simply to achieve a higher grade, unless specifically stated within the relevant Assessment Plan.

4.3 Transferring from another EPAO

If an apprentice has already passed elements of EPA and transfers from another EPAO, they do not have to re-sit/re-take the elements of EPA they have already passed.

However, we require evidence of the elements of EPA which have been passed; these must also meet any timeliness requirements as set out in the Assessment Plan. All criteria must be met on elements of EPA that have not yet been achieved. If the apprentice has failed all elements of EPA with another EPAO, they will be able to take the full EPA with BPN-EPAO.

Section 5

Contact Information

If you have any queries relating to enquiries and appeals, please contact BPNs EPA

Quality and Compliance team in writing:

Email: epa@bestpracticenet.co.uk

Post: Best Practice Network EPAO

Newminster House, 27-29 Baldwin St

Bristol, BS1 1LT