



# NCFE EPA fees and charges policy

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## Scope of the Policy

This policy covers the delivery of NCFE End-Point Assessments (EPA) which are subject to internal and external Quality & Compliance. NCFE EPA products include those which may be offered and/or delivered under an NCFE-owned brand name (for example 'CACHE').

The policy also forms part of a suite of policies for NCFE's EPA products and services, all of which are designed to:

- protect apprentices who are registered with us;
- minimise the risk of an Adverse Effect occurring;
- help support us and all other partners involved in risk management and risk minimisation;
- help ensure we and all partners comply with all relevant legislation and guidance;
- help improve and refine our products and services.

For our partners, this policy supports compliance with the Contract. It does not replace any of the requirements contained within that Contract. Non-adherence to our policies may constitute maladministration, malpractice and/or a breach of the Contract. Please ensure all policies are read and implemented carefully.

## Purpose of the policy

This policy sets out the fee structure for EPA standards. It is aimed at our partners who are using NCFE EPA products and services where there is a fee to be paid for access and utilisation of these products and services. In addition, the policy details the impact of cancellations on agreed assessments and the effects on timely completion, further fees and certification.

## Who needs to know about the policy?

Partners must make sure that apprentices and staff, who are involved in the design, delivery, management, assessment and/or quality assurance of our EPA, are familiar with the contents of this policy. Staff can include site, sub-site or contractual staff.

## Obtaining copies of the policy

Partners can download copies of the policy from our platform or request copies from NCFE, using the contact details provided in the contact section.

## Reviewing the policy

We will review this policy annually, as a minimum, and where otherwise necessary, and may revise it in response to the findings of any review.

## Complaint

Partners have the right to express their dissatisfaction regarding our actions, products or services. Please refer to the NCFE Complaints Procedure on our website for more information.

## Section 1 Fees and charges for NCFE EPA Plus Services

NCFE EPA service	Details of associated fee(s)
<p><b>End-Point Assessment</b> First attempt and/or re-sit/re-take</p>	Refer to EPA Price List.
<p><b>Withdrawals: pre-gateway</b> Apprentices who have been registered on SEPA but are withdrawn prior to submission of gateway checklist</p>	No charge.
<p><b>Withdrawals: post-gateway</b> Apprentices who have passed through gateway but withdraw prior to full completion of EPA</p>	Subject to costs of all methods of assessment which have taken place and an additional *administration charge.
<p><b>Transfers</b> NCFE EPA Plus will accept transfers into our system should the partner and apprentice provide evidence of achievement from another registered and regulated EPAO.</p>	Subject to the cost of remaining methods of assessments plus an additional administration charge of £50. Refer to EPA Price List.
<p><b>Cancellations</b> Assessments are usually booked with partners to ensure that the assessment can take place in a timely, secure and productive manner. Once an assessment has been booked and agreed, any changes to date, time, location and/or apprentice is deemed as a cancellation of the original booking.</p> <p>NCFE EPA Plus recognise that there will be situations that present themselves where an assessment cannot take place at an agreed time and date and reasonable consideration will be given to each case.</p>	Cancelled with <b>**at least 24hrs notice</b> – no fee.  Cancelled with less than 24hrs notice: Subject to the original cost plus the re-sit/re-take fee for the method of assessment that has been cancelled. Refer to EPA Price List.
<p><b>No Shows</b> If an assessment has not been cancelled, cancelled with less than 24hrs notice, or the apprentice fails to show up, this will be classed as a no-show.</p>	Subject to the original cost plus the re-sit/re-take fee for the relevant method of assessment. Refer to EPA Price List.

	An additional *administration charge will also be applied, along with any associated costs incurred in respect of travel etc.
<b>Enquiries and Appeals</b> Enquiries and appeals against any decision made by NCFE in respect of EPA	Refer to NCFE EPA Enquires and Appeals Policy and Procedure

\*Administration charges vary from standard to standard. Fee available on request

\*\* With the exception of the CYPFM standard, for which we require five business days' notice of cancelled assessment

## **Section 2      Eligible/ineligible costs**

Eligible costs are:

- costs associated with the administration, registration and examination of EPA as set out in the standard/s and assessment plan/s we are registered to assess against;
- costs associated with providing guidance and support and the materials (non-capital items) used in the delivery of EPA (equipment or supplies necessary to enable the EPA to take place);
- costs associated with the development and maintenance of EPA instruments and tools;
- costs to support any special arrangements we may need to put in place to ensure any apprentices with special educational needs, disabilities or with another temporary or permanent debilitating condition can fairly access EPA;
- costs associated with any further EPA required by the apprentice to achieve EPA (for instance, retakes or re sits);
- costs associated with ensuring consistent and robust internal quality assurance (for instance, moderation and standardisation of EPA instruments and tools, IEPAs and EPA decisions);
- costs to take account of any EQA charges we may incur.

Ineligible costs are:

- costs associated with any partner approval process (whilst we will need to assure ourselves that the ITP has appropriate systems and processes in place for presenting apprentices for EPA, we cannot charge for this);
- costs associated with the recruitment, training and continuing professional development of our IEPAs;
- costs associated with any mentoring and/or assessor training of partner who may have a role in EPA;
- costs associated with promotional activity and/or materials;
- costs associated with any on-programme activity we may offer; these costs must be separate as they are ineligible for EPA and must not be packaged as part of the EPA fees we charge.

## Section 3

### Contact

If you have any queries relating to this policy, please contact NCFE's EPA Customer Support team:

Email: [epa@ncfe.org.uk](mailto:epa@ncfe.org.uk)  
Tel: 0191 240 8968

Post:  
NCFE EPA Customer Support Team  
Q6, Quorum Park  
Benton Lane  
Newcastle upon Tyne  
NE12 8BT

# Mandatory disclosure and confidentiality

## *Mandatory disclosure*

It is imperative that the integrity of our assessments are maintained. We are aware that partner organisations often work with more than one End-Point Assessment Organisation (EPAO), and that therefore more than one EPAO may be at risk when things go wrong.

Our regulators have outlined some specific conditions that we must meet to protect the integrity across the sector. This includes the requirement that where certain things are identified (such as malpractice), or certain actions taken (such as when sanctions are applied) the regulators and other relevant EPAOs who may be affected must be informed.

Depending on the seriousness of the matter, we may be required to declare to our regulators that we are no longer compliant due to an act or omission by partners which has put us in breach. In this event, we may have regulatory action directed against us, such as monetary penalties. In accordance with the Contract, where appropriate, we reserve the right to direct such financial penalties against partners, should they be as a result of the act or omission.

## *Confidentiality*

We may need to access confidential information. We will ensure that such information is kept secure and only used for the purposes of the investigation and in line with relevant data protection legislation. We will not normally disclose the information to third parties unless required to do so, e.g. to our regulators and/or the Police or other relevant and/or Statutory Bodies.

## *Termination for convenience*

Our actions under this Policy and any sanctions imposed will be proportionate. Where possible, we will always try to work with partners in resolving issues. However, nothing within this policy precludes us from invoking our right under the Contract to terminate our relationship with partners.