



# End-Point Assessment Cancellation Policy



## Revisions and Amendment Register

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# Contents

1. Introduction.....	3
2. Cancellation by SFJ Awards.....	3
3. Cancellation by the Customer.....	3
4. Review of the Policy.....	3
5. Location of the Policy .....	4
6. Copyright.....	4

## 1. Introduction

This policy applies to cancellations for End-Point Assessment only.

## 2. Cancellation by SFJ Awards

Under exceptional circumstances, it may be necessary for SFJ Awards to cancel an End-Point Assessment (EPA) for example:

- Where a booking confirmation form has not been fully completed and/or where the Employer/Training Provider has not fulfilled any pre-assessment requirements. SFJ Awards will inform the Employer/Training Provider at the earliest opportunity to discuss the cancellation and arrange an alternative date.
- Due to operational circumstances beyond SFJ Awards control it may be necessary to re-arrange the scheduled EPA date originally provided to the Employer/Training Provider. In the event that a suitable alternative assessment date cannot be provided, SFJ Awards will refund any fee that has been paid to the Employer/Training Provider does not wish to rebook an EPA.
- SFJ Awards also reserves the right to cancel the EPA in the following circumstances:
  - The required Gateway evidence is not in place.
  - The required pre-assessment evidence is not in place.
  - Authorisation of special access arrangements cannot be verified.
  - If the apprentice does not have appropriate ID.
  - If the apprentice does not attend the EPA.

## 3. Cancellation by the Customer

- If an EPA is cancelled by the Employer, Apprentice, or the Training Provider giving a minimum of 10 working days' prior to the scheduled assessment taking place there will be no charge.
- If an EPA is cancelled by the Employer, Apprentice or Training Provider within 10 working days of the scheduled assessment taking place, the full cost of the assessment will be charged, excluding any travel and subsistence costs that have been agreed but not incurred.

## 4. Review of the Policy

This policy will be reviewed on a regular basis as part of SFJ Awards' self-evaluation arrangements and revised as necessary in response to lessons learnt, customer feedback, changes in legislation and guidance from the Qualifications Regulators.

If you have any queries about the content of the policy or you wish to give feedback then please contact SFJ Awards Tel: 01142 841970 or email [info@sfjawards.com](mailto:info@sfjawards.com) or [epa@sfjawards.com](mailto:epa@sfjawards.com).

## 5. Location of the Policy

A copy of this policy can be downloaded from ACE360 or from the SFJ Awards website:  
[www.sfjawards.com/policies](http://www.sfjawards.com/policies).

## 6. Copyright

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