

United Learning Apprenticeships

Resits, Retakes and Appeals Policy

At United Learning Apprenticeships, we understand that completing an apprenticeship programme can sometimes come with its challenges. That is why we have implemented a Resit, Retake, and Appeals Policy to ensure that every apprentice receives the support they need to complete any assessments required as part of their programme. Whilst we are committed to supporting all of our apprentices in completing their programme on time and successfully, we do recognise that circumstances may arise that can hinder an apprentice's performance or prevent them from achieving their desired results.

In the event that an apprentice is unsuccessful in either their Functional Skills exams or their final End-Point Assessment (EPA) they may be allowed to resit or retake. As a general principle, United Learning Apprenticeships will cover the cost of a first exam or EPA and one resit per apprentice where they have failed a Functional Skills exam or part of their EPA. After a first attempt at a resit or retake, any further resit or retake costs will become the responsibility of the apprentice's employer to cover. The employer may then choose to pass this cost back to the apprentice through salary sacrifice or other means. This will be at the discretion of the employer and is not under United Learning's control.

This document outlines the circumstances in which a resit or cancellation will be covered by United Learning Apprenticeships, alongside other circumstances in which their employer will be liable to cover the cost of a resit or retake. Please note that each exam centre and provider that we work with has their own rules and policies relating to resits and retakes which may supersede our own guidance. Further information on each assessment method can be found in the Apprentice and Mentor handbooks provided at induction.

Any queries regarding resits, retakes and appeals should be directed in the first instance to courses@unitedlearning.org.uk.

Functional Skills exams – delivered through Pass Functional Skills platform, assessed by Open Awards

United Learning will cover the cost of any initial English or maths functional skills exams attempted, plus the cost of the first resit of either full exam (maths) or separate components (English) if this is necessary. If any whole exam or components are failed twice, costs of further resits after the initial resit will be the responsibility of the apprentice's employer to cover. Employers and apprentices cannot pay Pass Functional Skills directly and therefore must reimburse United Learning Apprenticeships for any charges they are liable for as stated within this policy.

Once a functional skill English or maths exam is booked, it cannot be rescheduled or cancelled without incurring a fee. Apprentices may reschedule or cancel a functional skills exam up to 48 hours before the exam for a cost of £49, which is payable by their employer. If an exam is cancelled within this 48-hour period or the learner does not attend their exam, the apprentice's employer will be liable to pay the price of the full exam again (£129). Any further exams booked to replace the exam that was cancelled/not attended would then need to be paid for additionally by the apprentice's employer.

Resit or cancellation charges will be collected either through intercompany transfer (for United Learning schools) or by invoice (for external employers). Failure to pay fees within the specified timeframe by the apprentice's employer may result in withdrawal of the apprentice from the programme without completion of the full qualification.

Summary of fees for functional skills:

- Resits (after the first one) for full functional skills exams are £129 per exam for both maths and English.
- If an apprentice only needs to resit one English component, this will be £49 per component and therefore £98 for two components and £129 if all three components need to be resat (full exam).
- Rearrangement/cancellation fees are £49 when notified more than 48 hours before the booked exam date. If notified less than 48 hours before the booked exam date, the full exam fee of £129 will be charged.
- Remarks are £50 per exam.
- The apprentice's employer is liable for all costs outlined above where the exam in question is a resit and not their first attempt. They may pass this cost back to the apprentice at their own discretion.

Receiving Results

Apprentices will be notified of their functional skills resit/retake results directly by the Pass Functional Skills team via email. Results are normally available within 10 days of the exam date. Digital certificates will then be sent to the apprentice via email once the pass result has been confirmed.

HR Support Level 3 – assessed by CIPD

If an apprentice fails one assessment component, they will be offered the opportunity to resit the failed component. This means that the apprentice can rewrite and amend their consultative project or resit their professional discussion. A resit does not require further learning and will not be offered as an opportunity to achieve a higher grade. The apprentice will have four weeks to complete their resit from the date of CIPD releasing their fail result. The maximum result an apprentice can achieve in a resit is a PASS.

In preparation for a resit, apprentices should refer to the feedback provided by CIPD which details a summary of the components they did not meet in their consultative project or professional discussion. This will indicate what changes the apprentice should make in their resit.

Consultative Project Resit

In most instances apprentices will be required to complete the 'Resit Appendix'. The apprentice will need to supply a brief overview of the original project, their organisation and their role in the introduction box. The apprentice will need to provide evidence to meet the knowledge or skills for components that were either graded as Red or Amber on their feedback from their initial EPA.

The evidence that the apprentice provides must link to the original project submission and not be evidence of skills and knowledge from their day-to-day role. The word count is 150 words per component (+/-10%). The word count can be distributed across the components in a way where you may use less for one component to use more in another. The assessment judgement is based on how well the apprentice meets the standard according to the evidence submitted. Where there are a large number of components that need to be reassessed, apprentices may wish to reflect on whether it

would be better for them to complete a new consultative project. This must be discussed and agreed upon with the programme lead and the provider team.

Professional Discussion Resit

The requirements for a professional discussion resit/retake are identical to the original assessment. A different set of questions will be used to avoid predictability. The assessments will take place at an agreed time on the resit booking date.

Receiving Results

Apprentices will be notified of their resit/retake results in the same way as for their original EPA result. The outcome will be uploaded to SmartEPA following any necessary verification and quality assurance conducted by the CIPD. United Learning Apprenticeships will confirm the results upon notification of the upload to SEPA.

If the apprentice has succeeded in their resit, they will receive their certificate directly in the post.

Second Resits and Retakes

If an apprentice is unsuccessful in their resit they will be able to resit once more at the discretion of their employer who will be liable for the costs (£250.00 currently).

If the apprentice is unsuccessful at their second resit or fails both components of the EPA, a retake will be required. A retake is a repeat of the entire EPA process, therefore the apprentice must retake both the consultative project and the professional discussion.

Employers will be liable for the retake costs (full EPA cost, £810 currently). However, there are some extenuating circumstances in which United Learning as the provider or CIPD as the End-Point Assessor will cover the cost of retakes. These may include:

1. Illness or injury: If the apprentice was unable to perform at their best due to a serious illness or injury during the assessment period.
2. Bereavement: The loss of a close family member or significant emotional distress caused by a bereavement.
3. Personal circumstances: Certain personal circumstances such as severe stress, mental health issues, or personal crises.
4. Technical issues: Unforeseen technical difficulties during an online assessment or technical failures that hinder an apprentice's ability to complete an assessment satisfactorily.
5. Unforeseen emergencies: Unexpected emergencies, such as natural disasters, accidents, or incidents beyond an apprentice's control, which prevent them from attending or completing an assessment.
6. Disruption during the assessment: Any disruptive circumstances during the assessment, such as noise disturbances, power outages, or interruptions caused by external factors, that significantly affect an apprentice's performance.
7. Administrative errors: Errors made by the training provider or CIPD.

Such circumstances will be handled on a case-by-case basis and it should be noted the following circumstances will not be accepted for special consideration:

1. Poor time management or procrastination: Failure to allocate sufficient time or prioritise studying adequately for an assessment is not considered an extenuating circumstance. It is expected that apprentices take responsibility for managing their time effectively.

2. Minor illnesses or common ailments: Common ailments such as colds, minor headaches, or minor injuries that do not significantly impact an apprentice's ability to perform are generally not considered grounds for a retake.
3. Routine personal commitments or events: Routine personal commitments, such as family celebrations, holidays, or social events that could have been anticipated and planned around the assessment schedule, are not accepted as extenuating circumstances.
4. Work-related commitments: Work-related commitments, including overtime or increased workload, are not accepted as valid grounds for a resit or retake.
5. Transport issues or traffic delays: Instances where an apprentice encounters transportation issues, such as traffic congestion or public transport delays, which result in arriving late for an assessment, are not considered extenuating circumstances.

If an apprentice has failed a resit or both components of their EPA, they should meet with the programme lead at the earliest opportunity to discuss the next steps.

Cancellation of EPA or Resit

We understand that sometimes unexpected circumstances can arise, and it may be necessary to cancel your End-Point-Assessment. To ensure transparency and fairness, we have established the following cancellation policy.

If you need to cancel an end-point assessment (EPA) with CIPD, please refer to the above list of extenuating circumstances for what may be considered valid reasons for cancelling the assessment.

It's important to note that each case is unique, and CIPD may require evidence to support any extenuating circumstances you present. You should contact the apprenticeships team on courses@unitedlearning.org.uk as soon as possible if you need to cancel your EPA and explain the extenuating circumstances that have caused the cancellation. We will advise you on the next steps and you will not be charged.

However, if the apprentice wishes to cancel their End-Point-Assessment without extenuating circumstances their employer will be liable to cover the cost of any fees incurred. The employer may choose to pass these costs onto the apprentice.

If the apprentice cancels their assessment before six weeks of the planned date, there is no charge.

If the apprentice cancels their assessment within three to six weeks of the assessment date, CIPD will charge 25% of the EPA cost (£202.50).

If the apprentice cancels their assessment within 21 days of the assessment date, CIPD will charge 50% of the EPA cost (£405).

Cancellation costs that are not attributable to reasons covered under extenuating circumstances (defined above) will be charged to the apprentice's employer.

Appeals

An apprentice has the right to appeal the outcome of their EPA on the basis of one or more of the following:

- the results of EPAs where the CIPD did not properly, fairly, or consistently follow procedures the conduct of EPAs

- decisions about Reasonable Adjustments and Special Consideration relating to apprentices taking an EPA
- decisions relating to any action taken against an apprentice following an investigation into malpractice or maladministration.

Any additional resit or retake bookings cannot be considered until after the appellant has been notified of the appeal outcome. The CIPD will notify the appellant of the outcome of the appeal within 20 working days and if required, the appellant will have four weeks to book their resit from the date the appeal outcome is provided. More details about the appeals process can be found within the [CIPD's Appeals and Enquiries \(EPA\) Policy](#) on the [CIPD website](#).

Paying fees

Employers and apprentices cannot pay CIPD directly and therefore must reimburse United Learning Apprenticeships for any charges they are liable for as stated within this policy. Charges will be collected either through intercompany transfer (for United Learning schools) or by invoice (for external employers). Failure to pay fees within the specified timeframe by the apprentice's employer may result in withdrawal of the apprentice from the programme without completion of the full qualification.

Teaching Assistant Level 3 – assessed by TQUK

If an apprentice fails one component of the EPA, they will be offered the opportunity to resit. This means that the apprentice can resit their observation or professional discussion. A resit does not require further learning and will not be offered as an opportunity to achieve a higher grade. The maximum result an apprentice can achieve in a resit is a PASS. United Learning Apprenticeships will cover the cost of one resit per component. TQUK allows apprentices to take unlimited resits for the Teaching Assistant Level 3 course, however, the apprentice's employer will be liable for the cost of any resits following the first.

In preparation for a resit, apprentices should refer to the feedback provided by TQUK which details a summary of the criteria they did not evidence successfully in their portfolio. This will indicate what changes the apprentice should make in their resit.

Observation Resit

Apprentices should review the feedback from the observation to understand where they went wrong and what areas they need to focus on. We recommend that the apprentice practise the skills they struggled with during the initial observation and then seek feedback from other teachers or experienced teaching assistants to ensure they are delivering correctly and can manage their time efficiently.

Professional Discussion

Apprentices should review the feedback to understand where they went wrong and what areas they need to focus on. We recommend that the apprentice refers to the assessment criteria for the professional discussion to make sure they are addressing all of the required points and providing sufficient evidence to support their responses.

Receiving Results

Apprentices will be notified of their resit/retake results in the same way as for their original End Point Assessment. The outcome will be uploaded to the TQUK Platform and United Learning Apprenticeships will confirm the results upon notification of the award.

If the apprentice has succeeded in their resit they will receive their certificate directly in the post.

While United Learning Apprenticeships will cover the cost of the first resit, if an apprentice is unsuccessful in their subsequent resit, their employer must cover the cost of this. Employers may then choose to pass this cost back to the apprentice at their discretion. Please see the below table outlining the current cost of resitting each component for the Teaching Assistant EPA.

Component	Fee
Observation of practice	£525
Remote Professional Discussion	£525

It should be noted there are some **extenuating circumstances** in which United Learning as the provider or TQUK as the End-Point Assessor will cover the cost of resits. These may include:

1. Illness or injury: If the apprentice was unable to perform at their best due to a serious illness or injury during the assessment period.

2. Bereavement: The loss of a close family member or significant emotional distress caused by a bereavement.
3. Personal circumstances: Certain personal circumstances such as severe stress, mental health issues, or personal crises.
4. Technical issues: Unforeseen technical difficulties during an online assessment or technical failures that hinder an apprentice's ability to complete an assessment satisfactorily.
5. Unforeseen emergencies: Unexpected emergencies, such as natural disasters, accidents, or incidents beyond an apprentice's control, which prevent them from attending or completing an assessment.
6. Disruption during the assessment: Any disruptive circumstances during the assessment, such as noise disturbances, power outages, or interruptions caused by external factors, that significantly affect an apprentice's performance.
7. Administrative errors: Errors made by the training provider or CIPD.

Such circumstances will be handled on a case-by-case basis and it should be noted the following circumstances will not be accepted for special consideration:

1. Poor time management or procrastination: Failure to allocate sufficient time or prioritise studying adequately for an assessment is not considered an extenuating circumstance. It is expected that apprentices take responsibility for managing their time effectively.
2. Minor illnesses or common ailments: Common ailments such as colds, minor headaches, or minor injuries that do not significantly impact an apprentice's ability to perform are generally not considered grounds for a retake.
3. Routine personal commitments or events: Routine personal commitments, such as family celebrations, vacations, or social events that could have been anticipated and planned around the assessment schedule, are not accepted as extenuating circumstances.
4. Work-related commitments: Work-related commitments, including overtime or increased workload, are not accepted as valid grounds for a resit or retake.
5. Transport issues or traffic delays: Instances where an apprentice encounters transportation issues, such as traffic congestion or public transport delays, which result in arriving late for an assessment, are not considered extenuating circumstances.

If an apprentice has failed a resit or both components of their EPA, they should meet with the programme lead at the earliest opportunity to discuss the next steps.

Cancellation of EPA or Resit

We understand that sometimes unexpected circumstances can arise, and it may be necessary to cancel your End-Point Assessment with TQUK. To ensure transparency and fairness, we have established the following cancellation policy.

If you need to cancel an end-point assessment (EPA) for Teaching Assistant Level 3 with TQUK, please refer to the above list to see what may be considered valid extenuating circumstances that could be for cancelling the assessment.

It's important to note that each case is unique, and TQUK may require evidence to support any extenuating circumstances you present. You should contact the apprenticeships team as soon as possible if you need to cancel your EPA and explain the extenuating circumstances that have caused the cancellation. We will advise you on the next steps and you will not be charged.

However, if the apprentice wishes to cancel their End-Point-Assessment without extenuating circumstances, their employer will be liable to cover the cost of a resit.

If the apprentice notifies United Learning Apprenticeships no later than 5 working days prior to the scheduled EPA date, the employer will not be charged any cancellation fees and United Learning Apprenticeships will reschedule the EPA at a mutually convenient time and date.

If an apprentice cancels the EPA within 5 working days of the scheduled EPA date or fails to attend the EPA without prior notice, they will be considered a “no-show.” In such cases, the employer will be liable for the current £100 cancellation fee.

Appeals

United Learning Apprenticeships may appeal if it believes TQUK has not followed its procedures fairly and consistently when coming to an assessment decision regarding one of its apprentices. United Learning Apprenticeships should have the written permission of the apprentice before appealing in this way, as the result of any appeal may impact their grade. If United Learning Apprenticeships agrees to appeal on behalf of the apprentice, their employer will not be charged the appeal cost.

An apprentice undertaking End-Point Assessment with TQUK who believes procedures have not been applied fairly and consistently in arriving at a judgement of attainment must first consult with United Learning Apprenticeships if they wish to query a decision made by TQUK. Appeals relating to the End-Point-Assessment provision should be submitted by the Training Provider. If the apprentice decides to proceed with an appeal themselves, they will be charged £100 upfront.

If the reviewer finds that the original mark is to be re-instated, TQUK will not charge for this service. Otherwise, a fee of £150 will be charged following the review conclusion in order to cover the associated costs, regardless of whether the marks or grades are to be changed. If the apprentice raised the appeal, they will be responsible for this cost. A review of moderation is expected to take 20 working days from when the Recognised Centre formally instructs TQUK to undertake the review.

Before proceeding with an appeal, apprentices should refer to the [TQUK appeals policy](#) to determine the basis for their appeal.

Paying fees

Employers and apprentices cannot pay TQUK directly and therefore must reimburse United Learning Apprenticeships for any charges they are liable for as stated within this policy. Charges will be collected either through intercompany transfer (for United Learning schools) or by invoice (for external employers). Failure to pay the fee within the specified timeframe by the apprentice’s employer may result in withdrawal of the apprentice from the programme without completion of the full qualification.

Early Years Educator Level 3 – assessed by TQUK

If an apprentice fails one component of their EPA, they will be offered the opportunity to resit. This means, the apprentice can resit their observation or professional discussion. A resit does not require further learning and will not be offered as an opportunity to achieve a higher grade. The maximum result an apprentice can achieve in a resit is a PASS. The resit must be completed within the original 3 month window of gateway, (e.g. if an apprentice received their result after two months in gateway, they would only have one month to complete the resit). If this window is exceeded, the apprentice must retake all components and any previously passed components will be voided (not failed). In circumstances where an apprentice has not completed the components or resit within the 3 month 3-month gateway period, the apprentice's employer will be liable for the full retake cost (£600 currently).

In preparation for a resit, apprentices should refer to the feedback provided by TQUK which details a summary of the criteria they did not meet in their portfolio. This will indicate what changes the apprentice should make in their resit.

Multiple Choice Questionnaire test

Apprentices should review the feedback from the test to understand where they went wrong and what areas they need to focus on. We recommend that the apprentice should prepare thoroughly for the test by reviewing the relevant course materials, their own notes, and any feedback from their assessor. They should also be familiar with the structure of the test and the types of questions that may be asked.

Professional Discussion

Apprentices should review the feedback to understand where they went wrong and what areas they need to focus on. We recommend that the apprentice refers to the assessment criteria for the professional discussion to make sure they are addressing all the required points and providing sufficient evidence to support their responses.

Receiving Results

Apprentices will be notified of their resit/retake results in the same way as for their original End Point Assessment. The outcome will be uploaded to the TQUK Platform and United Learning Apprenticeships will confirm the results upon notification of the award.

If the apprentice has succeeded in their resit, they will receive their certificate directly in the post.

If an apprentice is unsuccessful in their resit, they may resit again so long as they complete all components within 3 months of receiving their fail result.

While United Learning Apprenticeships will cover the cost of the first resit, if an apprentice is unsuccessful in further resits, their employer must cover the cost of subsequent resits. Please see the below table outlining the costs for resitting each component.

Component	Fee
Knowledge Test	£25
Remote Professional Discussion	£75
Face-to-Face Observation	£200

It should be noted there are some **extenuating circumstances** in which United Learning as the provider or TQUK as the End-Point Assessor will cover the cost of resits. These may include:

1. **Illness or injury:** If the apprentice was unable to perform at their best due to a serious illness or injury during the assessment period.
2. **Bereavement:** The loss of a close family member or significant emotional distress caused by a bereavement.
3. **Personal circumstances:** Certain personal circumstances such as severe stress, mental health issues, or personal crises.
4. **Technical issues:** Unforeseen technical difficulties during an online assessment or technical failures that hinder an apprentice's ability to complete an assessment satisfactorily.
5. **Unforeseen emergencies:** unexpected emergencies, such as natural disasters, accidents, or incidents beyond an apprentice's control, which prevent them from attending or completing an assessment.
6. **Disruption during the assessment:** Any disruptive circumstances during the assessment, such as noise disturbances, power outages, or interruptions caused by external factors, that significantly affect an apprentice's performance.
7. **Administrative errors:** Errors made by the training provider or CIPD.

Such circumstances will be handled on a case-by-case basis and it should be noted the following circumstances will not be accepted for special consideration:

1. **Poor time management or procrastination:** Failure to allocate sufficient time or prioritise studying adequately for an assessment is not considered an extenuating circumstance. It is expected that apprentices take responsibility for managing their time effectively.
2. **Minor illnesses or common ailments:** Common ailments such as colds, minor headaches, or minor injuries that do not significantly impact an apprentice's ability to perform are generally not considered grounds for a retake.
3. **Routine personal commitments or events:** Routine personal commitments, such as family celebrations, vacations, or social events that could have been anticipated and planned around the assessment schedule, are not accepted as extenuating circumstances.
4. **Work-related commitments:** Work-related commitments, including overtime or increased workload, are not accepted as valid grounds for a resit or retake.
5. **Transport issues or traffic delays:** Instances where an apprentice encounters transportation issues, such as traffic congestion or public transport delays, which result in arriving late for an assessment, are not considered extenuating circumstances.

Cancellation of EPA or Resit

We understand that sometimes unexpected circumstances can arise, and it may be necessary to cancel your End-Point Assessment with TQUK. To ensure transparency and fairness, we have established the following cancellation policy.

If you need to cancel an End-Point Assessment (EPA) for Early Years Educator Level 3 with TQUK, please refer to the above list to see what may be considered valid extenuating circumstances that could be for cancelling the assessment.

It's important to note that each case is unique, and TQUK may require evidence to support any extenuating circumstances you present. You should contact United Learning Apprenticeships as soon as possible if you need to cancel your EPA and explain the reason for the cancellation. We will advise you on the next steps and you will not be charged.

However, if the apprentice wishes to cancel their End-Point-Assessment without extenuating circumstances their employer will be liable to cover the cost of cancellation.

If the apprentice notifies the team no later than 5 working days prior to the scheduled EPA date, the employer will not be charged any cancellation fees and United Learning Apprenticeships will reschedule the EPA at a mutually convenient time and date.

If a candidate cancels the EPA within 5 working days of the scheduled EPA date or fails to attend the EPA without prior notice, they will be considered a "no-show." In such cases, the apprentice's employer will be liable to cover the £100 cancellation fee.

Appeals

United Learning Apprenticeships may appeal if it believes TQUK has not followed its procedures fairly and consistently when coming to an assessment decision regarding one of its apprentices. United Learning Apprenticeships should have the written permission of the apprentice before appealing in this way, as the result of any appeal may impact their grade. If United Learning Apprenticeships agrees to appeal on behalf of the apprentice, they will not be charged the appeal cost.

An apprentice undertaking End-Point Assessment with TQUK who believes procedures have not been applied fairly and consistently in arriving at a judgement of attainment must first consult with United Learning Apprenticeships if they wish to query a decision made by TQUK. Appeals relating to the End-Point-Assessment provision should be submitted by the Training Provider. If the apprentice proceeds with an appeal, they will be liable to pay the £100 appeal fee themselves upfront.

If the reviewer finds that the original mark is to be re-instated, TQUK will not charge for this service. Otherwise, a fee of £150 will be charged following the review conclusion in order to cover the associated costs, regardless of whether the marks or grades are to be changed. If the apprentice raised the appeal, they will be responsible for this cost themselves. A review of moderation is expected to take 20 working days from when the Recognised Centre formally instructs TQUK to undertake the review.

Before proceeding with an appeal, apprentices should refer to the [TQUK appeals policy](#) to determine the basis for their appeal.

Paying fees

Employers and apprentices cannot pay TQUK directly and therefore must reimburse United Learning Apprenticeships for any charges they are liable for as stated within this policy. Charges will be collected

either through intercompany transfer (for United Learning schools) or by invoice (for external employers). Failure to pay the fee within the specified timeframe by the apprentice's employer may result in withdrawal of the apprentice from the programme without completion of the full qualification.

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Policy Owner: Steve Bull, Head of Apprenticeships