

CIPD EPA Cancellation Rescheduling Policy

Issue 2.1

Contents

Introduction	3
Definitions.....	3
Process	3
Costs.....	4
Exceptional Circumstances	4
CIPD Initiated Cancellation.....	4

Introduction

As a registered End Point Assessment Organisation (EPAO), the CIPD is subject to external quality assurance by OfQual, on behalf of the Institute for Apprenticeships and Technical Education. CIPD end-point assessments (EPAs) are also delivered in accordance with UK Equalities Law.

This document outlines the process and associated fees that should be followed for cancelling or rescheduling an existing EPA booking for an Apprentice.

Definitions

- **Cancellation** - a request from the Training Provider to cancel an existing booking with no future date and time selected.
- **Reschedule** - a request from the Training Provider to change an existing booking to an alternate date and time.

Although there is a difference in definition for cancellation and rescheduling, the costs incurred by CIPD are the same and so are the fees.

Process

For all cancellations or to reschedule an existing booking, the Training Provider should send an email to MyEPA@cipd.co.uk copying in the employer and Apprentice.

As there may be fees associated with the cancellation or rescheduling the Training Provider must make the employer aware of these before sending the request to cancel or reschedule the Assessment.

If, rescheduling an existing booking please provide the preferred alternate date and time in the email.

The CIPD will confirm the cancellation or rescheduled booking via email with the expected charges.

Costs

The costs for cancellations/reschedule are outlined in the table below.

Time to EPA	Charge	Reason
before 4 weeks of the assessment date	No charge	Cancellation or change of date/time
Between 4 weeks and 15 days of the assessment date	25% of the EPA cost or cost of assessment*	Cancellation or change of date/time
Within 14 days of the assessment date	50% charge of the full EPA or cost of the assessment*	Cancellation, Change of date/time, No notification
On the day of the assessment	100% charge of the full EPA or cost of the assessment*	Cancellation, Change of date/time, No notification

*resit cost

Exceptional Circumstances

We are aware that there are occasionally circumstances beyond the control of the apprentice, training provider or employer that cause the need to cancel/reschedule a booking. In such instances the CIPD will endeavour to support the apprentice and employer.

We will reserve the right without prejudice to reduce the relevant charge only in exceptional circumstances such as:

- Injury or illness requiring emergency medical support
- Bereavement
- Serious emergency or incident

We may in some circumstances require proof depending on the reason for the cancellation/reschedule.

Work priorities, annual leave or clashes with other meetings will not be considered a valid extenuating circumstance.

Each case will be reviewed on an individual basis and a decision made based on evidence provided.

Apprentices, Employers and Training providers should assume that the full cancellation and reschedule fee will be applied.

CIPD Initiated Cancellation

CIPD reserve the right to cancel a booking where the Apprentice has failed to meet the deadlines for submission of evidence. This cancellation will incur full cancellation fees.

In the rare event that the CIPD needs to reschedule or cancel an existing booking for any other reason, the CIPD will contact the Apprentice copying in the Training provider to discuss the cancellation and to check for future availability.