

Fees Policy (including Refund and Resit)

Document History			
Version	Issue Date	Owner	Revision Notes
1	11.03.19	Rosie Ross	Full Review
2	23.02.20	Rosie Ross	Update

This document is issued and controlled by the Quality Director and can only be modified after proposed modifications have been accepted by the Company Directors.

The latest version will be maintained on the company Intranet.

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Scope

There are a number of Awarding Organisation and End Point Assessment Organisation fees to be paid as part of Adult Skills Budget, Apprenticeship, Traineeships and Study programme course.

This policy describes payment of fees procedures and resit and refund policies.

Examination and Qualifications exempt from payment

Under the ESFA Funding rules guidance of 2018/2019 the following are paid for by Key Training and the cost is not passed on to employer or learner

- All AEB short Course registration and certification
- Functional Skills registration and certification costs for Traineeship and Apprentices
- All Functional Skills resit costs
- NVQ and Technical Certificate registration and certification as a mandatory part of a Framework or Standard
- REC Examination Fees for registration and Certification as part of a Framework or Standard
- Registration fee for an End Point Assessment event
- Initial End Point Assessment Booking fees

Registration for Examination, Qualifications and Certification not exempt from payment

Key Training will pass on the charge for the following:

- NVQ, Technical Certificate and examination registration and Certification, external to the Framework or standard (ie not a mandatory part of the Apprenticeship programme)
- Resitting an examination, in accordance with Apprenticeship Contract
- Commercial awards – registration and certification
- Replacement certificates

End Point Assessment (EPA)

All new Apprentices commencing *Standard Apprenticeship Programmes*, will be subject to an End Point Assessment (EPA) undertaken by an Independent End Point Assessment Organisation (EPAO).

There will be a number of EPAOs offering to assess standards these can be fund on the Institute for Apprenticeship and Technical Education. ([Click here](#))

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As an Apprentice reaches the gateway period (preparation time for the End Point Assessment) employers must agree with their Apprentice and Key Training that the Apprentice is ready to undertake the EPA.

This agreement will be signed and sent to the relevant End Point Assessment Organisation prior to the EPA being booked. This Agreement is contractually required for EPA to take place.

The EPA will take several forms – each standard is different. This may be a presentation, an interview, showcase of a portfolio of evidence, multi-choice test, work-based project or panel interview – or a combination of these. This is described in the new Standards Assessment Plan for each standard. [Click here to find the standard.](#)

Key Training will pay the EPAO on behalf of the employer and confirm the arrangements for the End Point Assessment. The EPAO is solely responsible for the judgements made within the EPA. A copy of this invoice can be requested by the employer.

If the Apprentice leaves their programme prior to End Point Assessment

If the Apprentice leaves their programme prior to End Point Assessment, this will be dependent upon the EPAO refund policy. Key Training will endeavour to ensure that refunds are made if the Apprentice leaves if funds have been paid to the EPAO but will be in accordance with the EPAO refund policy. Key Training will not register the Apprentice until the EPA is required so that refunds should not be needed.

The Apprentice will be supported by both their Employer and Key Training to prepare them for the EPA. The Apprentice should not be submitted for EPA unless the Employer and Apprentice feel confident and competent in all aspects of the EPA. Each method of EPA is different and will have varying demands upon the Apprentice – but it is important that they feel fully ready to succeed in the EPA.

Failing and Re-Sitting End Point Assessment

The Apprentice will be supported by both their employer and Key Training to prepare them for the EPA. The Apprentice will not be submitted for EPA until they feel confident and competent in all aspects of the EPA. Each method of EPA is different and will have varying demands upon the Apprentice – but it is important that they feel fully ready to succeed in the EPA.

If the Apprentice fails – some or all the elements of the EPA, they will be given opportunity to re-sit the EPA, this cost will be met by the employer and payment must be made prior to the EPA being retaken. Re-sit of EPA will not be booked until all preparations have been made but there will be a 4-month maximum timeline, or in accordance with EPAO policy.

Payment for the EPA will be requested from the employer in line with the requirements of the Apprentice End Point Assessment Organisation – each will have its own requirements for payment. The cost of EPA is totally set by the EPAO and Key Training will pass on this direct cost – it is the employers responsibility to meet this from their Levy Funds or incentive

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payments. Key Training will raise an invoice to the employer as soon as payment is required.

Key Training will make the employer fully aware of when and how much to pay the EPAO so that the appropriate EPA can be booked. See EPA costs in Annex 1,

Key Training will work with the EPA to determine what areas of weakness were identified in the EPA to ensure that the re-sit is prepared for and that the Apprentice will be successful upon taking a further EPA.

If the second attempt at EPA results in a fail, then the Employer and Key Training will need to have a meeting and agree a plan of action for the Apprentice. This may involve an appeal to the EPAO or further quality assurance discussion.

It is not expected that a third EPA will take place.

If the Employer wishes to make an appeal on the result of an EPA decision this will be at their own cost. Appeals policies are available on each EPAO websites.

Process for Raising Invoice to employer or Customer

Commercial Fee

Person responsible for the sale to the employer/delegate will follow booking process and resourcing will raise invoice request to be sent to Accounts Department in Bracknell. Payment will be required within 30 days

Certification and Registration Fees for None Mandatory Apprenticeship Programmes

At the point of registration, Compliance will inform the responsible Sales Person that registration is required. Sales will confirm the detail of the employer to who the invoice will be sent. Compliance will raise an invoice requires to Accounts in Bracknell to request invoice be sent. Payment will be required within 30 days.

Resit of End Point Assessment

If an element of the End Point Assessment is failed, the Training Consultant will gain agreement with the Employer and Apprentice that the element of the End Point Assessment will be retaken.

Once this has been agreed, the Training Consultant will inform EPA@keytraining.co.uk. Key Training do not want to disadvantage the Apprentice in any way, so a suitable resit timetable will be agreed. Key Training will request the resit from the EPAO on the Employers behalf and an invoice request will be sent to Accounts in Bracknell by Compliance Team. The details held on the CRM must show the contact the name and job title of the person to whom the invoice is to be sent.

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If this information is missing – the responsible Recruitment Manager will provide this information and add to the CRM for the invoice request to be completed.

Payment from the employer will be within 30 days of invoice.

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EPAO	CSP2	CSS3	REC2	REC3	TLS 3	OPS 5	BA3
Skills First	£400	n/a	£600	£600	£600	£850	£600
Registration window (in days)	0		0	0	0	0	0
EPA booking window (in days)	20		20	20	20	20	20
Result confirmation (in days)	3		3	3	3	?	3
Resit fee:							
Showcase/portfolio	£50				£125	£175	£250
Observation							
Professional Discussion/Presentation	£325		£300	£300	£175	£125	£250
CPD Interview					£175	£325	
Online Test					£30	£50	£30
Project/Presentation			£300	£300			
NCFE	£400	n/a	n/a	n/a	£750	£1,350	£750
Registration window (in days)	30				30	30	30
EPA booking window (in days)	10				10	10	10
Result confirmation (in days)	15				5	5	5
Resit fee:							
Showcase/portfolio	£57				£65	£213	£121
Observation	£78						
Professional Discussion/Presentation	£68				£65	£132	£54
CPD Interview					£65	£184	
Online Test					£49		£44
Project/Presentation						£342	
ILM	n/a	n/a	n/a	n/a	£650	£950	n/a
Registration window (in days)					90	90	
EPA booking window (in days)					60	60	
Result confirmation (in days)					20	20	
Resit fee: Showcase/portfolio					£235	£255	
Observation							
Professional Discussion/Presentation					£220	£170	
CPD Interview					£155	£255	
Online Test					£15	£15	
Project/Presentation						£230	

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