



## **FAQs**

### Hair Professionals

<b>Booking an End-Point Assessment</b>	
<b>Question</b>	<b>Answer</b>
Where can the End-point Assessment be held?	The End-point Assessment can take place at either the employer's or training provider's salon. As far as reasonably practicable, the location of the End-point Assessment should match the conditions of a realistic working environment. More information can be found in the Guidance for Employers and Training Providers document.
What support can be given to apprentices with the need for reasonable adjustments/special consideration?	You would need to follow the guidance detailed in the Reasonable Adjustment and Special Considerations Policy for the End-point Assessment found on the VTCT website.
Can End-point Assessments be arranged in collaboration with another training provider/employer?	VTCT does not permit apprentices from different training providers/employers to be part of the same End-point Assessment.
Can a barbering and a hairdressing End-point Assessment be assessed at the same time with the same assessor?	VTCT does not permit Apprenticeship Assessors to conduct both hairdressing and barbering End-point Assessments at the same time. However, it is possible to run these End-point Assessments in parallel and VTCT will send two Apprenticeship Assessors to undertake an End-point Assessment on the same day.
Can an End-point Assessment be cancelled without charge?	It is possible for an End-point Assessment to be cancelled without charge if it is a minimum of 10 working days before the End-point Assessment date.
Can an End-point Assessment be booked before the apprentice has passed gateway?	An End-point Assessment can only be booked once the apprentice has passed gateway.
What happens if the apprentice's gateway is rejected?	You will receive an email notification from SEPA stating the reason(s) why the apprentice's gateway evidence has been rejected. Once the rejection actions have been rectified, you will need to contact VTCT for the Apprenticeship Assessor to complete the gateway stage.
How soon can an End-point Assessment be scheduled once the apprentice has passed gateway?	Once the apprentice has passed gateway, they are eligible for End-point Assessment. VTCT requires 30 days' notice of the booking for all scheduled End-point Assessments from gateway.
What is the process for booking an End-point Assessment?	Once the apprentice has passed gateway in SEPA, the training provider is required to complete the End-point Assessment Booking Request Form and send it to <a href="mailto:epa@vtct.org.uk">epa@vtct.org.uk</a> .

<b>Preparing for an End-Point Assessment</b>	
<b>Question</b>	<b>Answer</b>
What needs to be presented to the Apprenticeship Assessor on the day of the End-point Assessment?	A valid form of photographic ID for the apprentice, completed and signed Client Declaration Forms and the apprentice's End-point Assessment Schedule.
What would happen if the documentation presented to the Apprenticeship Assessor was incomplete?	The End-point Assessment could not go ahead if the apprentice's schedule or Client Declaration Forms were not completed.
Who can be the Exam Assistant on the day of the End-point Assessment?	Anyone with a working knowledge of the venue can be the exam assistant. The exam assistant should not have contact with the apprentice directly and will need to be available before, during and after the End-point Assessment.
Is there a centre /apprentice End-point Assessment schedules that training providers can use?	Yes, VTCT has produced template End-point Assessment schedules for centres and apprentices, both are available on the VTCT website.
What should the centre's End-point Assessment schedule include?	The centre End-point Assessment schedule should be a general running order of the day including: times, services to be carried out, names of people present at the venue.
When should the Centre End-point Assessment schedule be sent into VTCT?	The centre End-point Assessment schedule should be sent in two weeks prior to the date of the End-point Assessment so that the Apprenticeship Assessor can review this. In the case that any concerns are raised by the Apprenticeship Assessor, the End-point Assessment team would then be in contact with the training provider.
Can the clients be volunteers?	Yes, clients can be volunteers.
What would happen in the case that the apprentice does not meet the minimum health and safety standards?	If the Apprenticeship Assessor believes there to be a risk relating to health and safety, then the End-point Assessment will be stopped. If the risks are appropriately addressed the End-point Assessment may continue. The Apprenticeship Assessor will make a judgment on whether the End-point Assessment can continue or not.
Should the apprentice wear a uniform for the End-point Assessment?	Apprentices are expected to look professional and wear their usual salon/ training academy uniform on the day of the End-point Assessment. This must be in accordance with health and safety requirements (no open toe shoes).

Are male clients suitable for the hairdressing End-point Assessments?	Yes, male clients can be used for the End-point Assessment as long as they meet the requirements of the Hair Professional Assessment Plan.
Can the clients be known to the apprentice?	Yes, the clients can be known to the apprentice.
Can the apprentice use more than one client?	Yes, the Hair Professional Assessment plan requires a minimum of two clients.
Do the clients need to be present for all of the End-point Assessment?	The clients are only required to be present for the section of the End-point Assessment that they are required for.
Can background music be played?	It is acceptable for music to be on in the background of the End-point Assessment.
Does the salon need to be closed for the End-point Assessment?	The salon does not need to be closed, however the apprentice must have a dedicated space for their End-point Assessment and have no direct distractions.
Is there a minimum age requirement for the clients?	The clients must be a minimum of 16 years old.
Can the Exam Assistant continue their working day?	The Exam Assistant can, within reason, continue with their working day. The Exam Assistant must be available at all times in the case that they are needed by the Apprenticeship Assessor.
Is there a maximum number of clients that an apprentice can have in the End-point Assessment?	There is no restriction on the maximum number of clients that the apprentice can have in the End-point Assessment.

<b>End-point Assessment Results</b>	
<b>Question</b>	<b>Answer</b>
Does the apprentice receive feedback on their End-point Assessment?	The apprentice will receive a feedback report with their grade for each element, overall grade and holistic commentary on the holistic judgement made by the Apprenticeship Assessor.
Will the apprentice receive feedback on the day of the End-point Assessment?	The apprentice will not receive any feedback on the day of the End-point Assessment.
How long will it take to receive the feedback report?	The feedback report will be available after 15 working days and will be accessible to the training provider/employer in SEPA. The training provider/employer will be sent an email when results are available.
If the apprentice fails one element of the End-point Assessment, can they resit just that element?	The End-point Assessment must be completed in its entirety again.
What if I have a query about the End-point Assessment result?	You would need to follow the guidance detailed in the Complaints and Appeals Policy for the End-point Assessment found under Step 9 on the 10 step process map that can be found on the VTCT website.

<b>End-point Assessment Re-sits</b>	
<b>Question</b>	<b>Answer</b>
Does the apprentice need to pass gateway again if they fail the End-point Assessment?	The only time that the apprentice would need to pass gateway again is if they have had a change in employer. A new Gateway declaration would need to be signed by the new employer.
If the apprentice fails their End-point Assessment, how soon can they re-sit the End-point Assessment?	The ordinary booking policy of completing an End-point Assessment Booking Request form with 30 days' notice will apply in this case. However, as the apprentice has already passed gateway they can be booked in for their assessment straight away.
If the apprentice fails one element of the End-point Assessment, can they re-sit just that element?	The End-point Assessment must be completed in its entirety again.
How many re-sits can apprentices have?	There is no limit on the number of re-sits that an apprentice can take.
Can an apprentice sit a re-sit at the same time apprentices sitting their first End-point Assessment?	Yes, provided they are not a mixed cohort of barbers and hairdressers.