



FAQs

Wellbeing & Holistic Therapist

Booking an End-Point Assessment	
Question	Answer
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 considerations?	You would need to follow the guidance detailed in the Reasonable Adjustment and Special Considerations Policy 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 an End-point Assessment be cancelled without charge?	It is possible for an End-point Assessment to be cancelled without charge if notification is received by VTCT with 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 evidence is rejected?	You will receive an email 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 to complete the gateway stage.
How soon can an End-point Assessment be scheduled once the apprentice has passed the gateway stage?	Once the apprentice has passed gateway, they are eligible for End-point Assessment. VTCT requires 30 days' notice for all EPAs that require face to face observations. For knowledge tests VTCT require 5-7 days' notice.
What is the process for booking an End-point Assessment?	Once the training provider has submitted all the relevant gateway evidence and uploaded it to SEPA, they are then required to complete the End-point Assessment Booking Request Form. There are 2 booking forms, one for the knowledge test which must be completed and sent to epareresults@vtct.org.uk and one for the observation and professional discussion which should be sent to epa@vtct.org.uk . The assessment methods can be taken in any order.

Preparing for an End-Point Assessment	
Question	Answer
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.
Are there 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 and treatments to be carried out.
When should the Centre End-point Assessment schedule be sent in to 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 known to the apprentice?	Yes, clients can be known to the apprentice.
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 judgement 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 End-point Assessment?	Yes, male clients can be used for the End-point Assessment as long as they meet the requirements of the Wellbeing and Holistic Therapist Assessment Plan.
Can the apprentice use more than one client?	The Wellbeing and Holistic Therapist Assessment Plan requires a minimum of 3 clients. The apprentice will complete 3 treatments, one client should be a new client to allow the apprentice to demonstrate a full consultation and dynamic lifestyle profiling. The remaining two clients should be previously consulted clients to ensure there is no duplication of assessment.
Does the client need to be present for all of the End-point Assessment?	The client is 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.

End-point Assessment Results	
Question	Answer
Does the apprentice receive feedback on their End-point Assessment?	The apprentice will receive a report with their grade for each assessment method and the overall grade made by the Apprenticeship Assessor from what they have observed. In the instance where the apprentice does not meet the requirements of the Wellbeing and Holistic Therapist Assessment Plan, the report will also contain written feedback from 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 from 7- 15 working days after the End-point assessment and will be accessible to the training provider/employer in SEPA. The training provider/employer will be sent an email when results are available.
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 12 of the 12 step process map that can be accessed on the VTCT website.

End-point Assessment Re-sits	
Question	Answer
Does the apprentice need to go through the gateway stage again if they fail the End-point Assessment?	The only time that the apprentice would need to pass the gateway stage is if they have had a change in employer. A new Gateway Declaration Form would be required to be signed by the new employer.
If the apprentice fails one assessment method of the End-point Assessment, can they re-sit just that assessment method?	Yes, if an apprentice fails one of the assessment methods, they only have to re-sit the assessment method not achieved. All assessment methods are required to be completed within a three month period following completion of the Gateway stage.
How many re-sits can apprentices have?	There is no limit on the number of re-sits that an apprentice can take.
Can a re-sit be taken for apprentices wishing to move from pass to a higher grade?	Re-sits and re-takes are not offered to apprentices wishing to move from pass to a higher grade. Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.
What is the length of the End-point Assessment period?	The End-point Assessment must be completed within three months of the apprentice passing the gateway stage.