

END POINT ASSESSMENT – NCFE Statement Update.

Coronavirus (COVID-19) customer update

Following the announcement from the Government, we wanted to take this opportunity to update you on the proactive steps that NCFE is taking to support both colleagues and customers during these difficult times.

The health and wellbeing of our valued colleagues is paramount and with this in mind, all office based colleagues at NCFE will be working from home for an expected period of 6 weeks, whilst remaining fully operational and committed to providing the service you need.

What does this mean for you?

We understand that you will be experiencing a great deal of disruption across your organisation, and we will do all we can to minimise this and continue to provide a positive customer experience.

We will still be offering front line support, through phone and email (epa@ncfe.org.uk) at our usual opening hours Monday – Thursday 8.30am – 5.00pm and Friday 8.30am – 4.30pm.

Keeping end-point assessment (EPA) on track

To keep EPA on track we are expanding on our digital assessment options and are encouraging all individuals planning to take an assessment to use the digital facility where possible. This will enable apprentices to complete assessment remotely (even at home if required).

- From **Monday 16th March 2020**, apprentices will be able to complete Professional Discussions, Presentations and Interviews remotely or from home on their smartphone, tablet or computer via **Microsoft Teams**. We have guidance on how to use Teams for [Apple/iOS](#) and [Android](#).
- From **Monday 23rd March 2020**, apprentices will be able to complete any online tests, such as Multiple Choice Questions (MCQs) or Knowledge Tests, remotely or at home providing that they have access to a smartphone or tablet and a laptop or PC with a webcam. **Online Proctoring Software** will enable remote invigilation. For now, there will be no option for paper-based assessments. More details about conducting the online tests remotely, or at home, will be available later this week.

We understand that where face-to-face assessment is unavoidable this may cause concern and that many organisations have now placed restrictions on external visitors. To reduce the likelihood of contamination we are recommending that no on-site assessments will take place for at least the next two weeks. We will continue to work with the Department for Education and Skills, the Institute for Apprenticeships and Technical Education, Ofqual and other regulators to identify any suitable alternative assessment methods and review our position.

What next?

We know that you will have a lot of specific queries relating to different scenarios you might be facing and we will be updating you with clear and comprehensive information around these areas over the coming days.

We have set up a [dedicated page](#) on our website with a list of [FAQs](#) so please check this webpage in the first instance. We will be using this page to communicate the latest information so please check back regularly for updates.

As you are acutely aware, this is a constantly evolving situation and we will continue to adapt our approach as new governmental, health authority and regulatory guidance comes to light, and we will keep you informed every step of the way.

Supporting you

We recognise that for all of us, these are extraordinary times and I want to personally reassure you that we are doing everything we can to ensure a seamless experience during this difficult period. I would like to take this opportunity to thank you for your continued support and to thank all of our colleagues who are working incredibly hard to serve our customers with the high standards of service you expect from us.

Kind regards

David Gallagher
CEO, NCFE