



CILEX Level 3 Paralegal Apprenticeship End-Point Assessment

*Apprentice Guide to the End-Point
Assessment*

(Version 1.1 February 2024)

Important Note:

This guide applies to **Version 1.2** of the Paralegal Apprenticeship Standard.

Contents page

Summary of changes	1
Introduction	1
What is the EPA?	2
Grading	2
Component grade	2
Overall EPA grade.....	3
The paralegal standard.....	4
The competencies	4
The outcomes.....	5
End-point assessment timeline	7
Gateway	8
What is uploaded?	8
The portfolio.....	9
Compiling the portfolio	9
Tips for a suitable portfolio.....	10
The interview.....	12
What is the 'interview'?	12
What grade is available?	12
The format of the interview	12
Where?	13
Preparing for the interview.....	13
The interview	15
Sample Questions	17
Timed assessment	18
General guidance about the TAs.....	19
Task format for the TAs.....	20
Sample Assessment Materials and Sample Model Answers.....	21
Preparing for the TAs	23
Things to remember for the TA's	26
Reporting issues	27
Prior to the EPA date.....	27
On the day of the assessments	27
Contact details.....	29

Summary of changes

We have updated Version 1.0 and produced this version (Version 1.1).

Below is a summary of the main changes made.

Summary of changes made between previous version and this current version	Section or page number
Removal of any reference to OneFile and replaced with EPA system	Throughout
Information on Grading has been expanded.	2
Sample Assessment Materials information updated which include information about the Sample Model Answers	21
Access to other CILEX documents related to this apprenticeship can be found in the EPA system.	Throughout

Introduction

This guide has been written for you, the apprentice as you reach the final stage of your apprenticeship and will be ready to take the end-point assessment (EPA).

We understand that the EPA is different to other assessments you may have sat previously, so this guide includes helpful tips for both the Timed Assessment and Interview, including what to expect on the day and how best to prepare for the assessments.

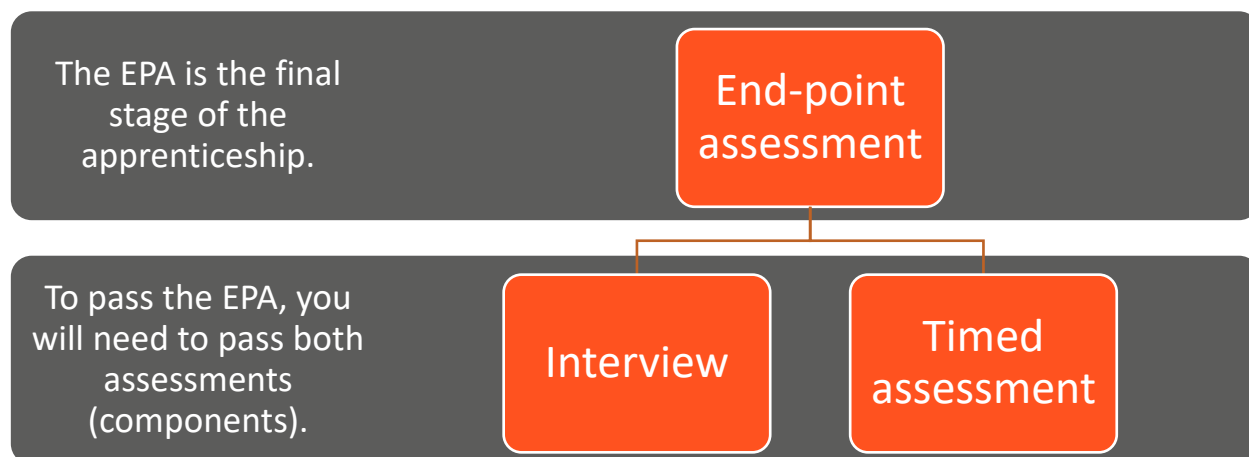
This guide should be read alongside the *CILEX Level 3 Paralegal Apprenticeship End-Point Assessment - Specification*, which can be found in the EPA system.

We recommend that you discuss the EPA process with your training provider, to understand who is responsible for what and the associated timescales.

What is the EPA?

The EPA is the final stage of the apprenticeship. By the time you are ready for your EPA you would have been working and training as a paralegal apprentice for at least 12 months. The EPA is your opportunity to show us all, all that you have learnt.

The EPA is split into two assessment component – Timed Assessment (TA) and Interview. The assessments will test you on the key skills, knowledge and competencies required to be a paralegal.



Grading

Component grade

The Timed Assessment and Interview are each graded distinction, pass or fail.

Timed Assessment

	Each Timed Assessment grade	Timed Assessment component (overall TA)
Pass	You must achieve all the Pass grade criteria for the Timed Assessment.	You have passed both Timed Assessments.
Distinction	You must achieve all the Pass grade criteria and all the Distinction grade criteria for the Timed Assessments.	You have passed both Timed Assessment and you have achieved a distinction for each assessment outcome in either of the Timed Assessments (except assessment outcome 1.1 which is pass grade only).
Fail	You do not achieve all the Pass grade criteria for the Timed Assessment.	You have failed at least one of the Timed Assessment.

Interview

	Interview component
Pass	You must meet all the Pass grade criteria for the Interview.
Distinction	You must achieve all the Pass grade criteria and all of the Distinction grade criteria (except for assessment outcome 4.1) for the Interview.
Fail	You do not achieve all the Pass grade criteria for the Interview.

The associated grading criteria for the Timed Assessment and the Interview can be found in the *CILEX Level 3 Paralegal Apprenticeship End-Point Assessment – Specification*. The specification can be found in the EPA system.

Overall EPA grade

The overall EPA is graded Pass, Distinction or Fail. The EPA grade will be determined by the grades achieved in the Timed Assessment (overall TA1 and TA2) and the Interview components.

Timed Assessment component	Interview component	Overall EPA Grade
Fail	Fail	Fail
Fail	Pass	Fail
Pass	Fail	Fail
Fail	Distinction	Fail
Distinction	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

The paralegal standard

The Timed Assessment and Interview are both assessed against the paralegal standard, where all competencies and their associated outcomes have to be met.

The competencies

There are four competencies in the standard and each of the four competencies have associated outcomes that you will need to demonstrate. These competencies refer to skills, knowledge and behaviours that enable you to be an effective paralegal.

**Ethics,
professionalism
and judgement**

**Technical legal
practice**

**Managing
themselves and
their own work**

**Working with
other people**

The outcomes

The following outcomes must be met for the timed assessment and the interview.

Ethics, professionalism and judgement

- 1.1** Have an understanding of legal and regulatory requirements relevant to the role.
- 1.2** Maintain sufficient competence and legal knowledge to work effectively – relevant law, research.
- 1.3** Avoid working outside own area of knowledge and competence, seek guidance and support where needed.
- 1.4** Use understanding and analysis to solve problems.

Technical legal practice

- 2.1** Undertake legal and factual research and present the findings accurately and clearly.
- 2.2** Use precedents and draft documents, using plain and succinct language.
- 2.3** Assist with legal matters and transactions.

Managing themselves and their own work

- 3.1** Manage work activities to ensure that they are completed on time and to an appropriate standard including:
 - a) keep others informed of progress
 - b) ability to work under pressure and willingness to accept changing priorities when new jobs need to be done.
 - c) paying appropriate attention to detail.
- 3.2** Practice good file management – prepare and collate bundles, take and file accurate notes, close and review files, maintain databases, version control.
- 3.3** Work in accordance with good business practice – maintain an understanding of the basic financial drivers, time recording and billing processes relevant to the role and firm.

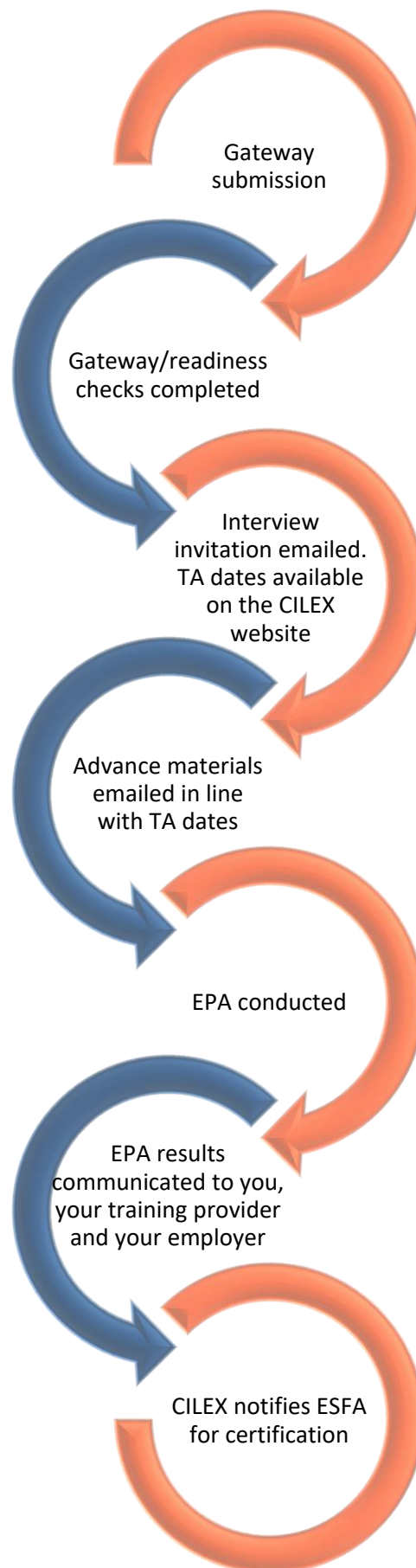
Working with other people

- 4.1** Communicate clearly and effectively both orally and in writing.
- 4.2** Establish and maintain effective and professional relations with others, including an ability to work with people at all levels towards achieving internal and external clients' and team objectives.

It is vital that you are familiar with the standard, and you have discussed these outcomes with your training provider and employer. It is important that everyone has a clear understanding of the competencies and outcomes that will be assessed. It is also important to ensure that your day-to-day work/tasks give you plenty of opportunities to develop the necessary skills, knowledge, and behaviours.

End-point assessment timeline

The EPA period (16-week) starts when CILEX confirms that you have met the gateway requirements.



Results will be issued within the 16-week EPA

Gateway

Gateway can only take place after a minimum of 12 month on-programme training. You must meet the following requirements to be able to pass through gateway:

- achieved a Level 2 English and Maths qualification, in line with the apprenticeship funding rules
- compiled a portfolio of evidence during your period of on-programme.

The gateway evidence addressing the requirements set out above is uploaded to the EPA system along with the Gateway Declaration Form which must be signed by you, your employer and your training provider. By signing the Gateway Declaration Form, your training provider and your employer are confirming that you are ready for your EPA – they are satisfied you are consistently working at, or above, the level of the standard.

If the submission deadline is missed, this may have an impact on the proposed Gateway date, and/or the EPA assessment window previously arranged/agreed.

What is uploaded?

1. EPA Gateway declaration form

The *EPA Gateway Declaration form*, which can be found in the EPA system, will need to be completed and signed by you, your employer/supervisor and your training provider.

It is important to note that by signing this declaration, everyone is confirming that you are ready to undertake the EPA.

2. Level 2 English and Maths achievement

A copy of the relevant Level 2 English and Maths certificates must be uploaded to the EPA system in order to pass gateway. Please see the *English and maths requirements in apprenticeship standards at level 2 and above* guidance [here](#) for a list of qualifications that will be accepted.



If you have a different qualification, please contact the EPA Team (paralegalepa@cilex.org.uk) to confirm its suitability

3. A portfolio of work-based evidence (to support the Interview)

As part of your apprenticeship, you should have started to gather evidence of the knowledge and skills set out in the EPA Assessment Plan. This will need to be uploaded to the EPA system as part of Gateway.

You will be able to refer to your portfolio, and evidence contained within the portfolio during your interview, but only as an aid memoir.

The portfolio

As part of your apprenticeship, you will need to gather evidence of the knowledge and skills as set out in the apprenticeship assessment plan to produce a portfolio of work-based evidence. The portfolio is part of the gateway submission.

You will be able to refer to your portfolio, and evidence contained within the portfolio during your interview, but only as an aide-memoir.

The portfolio is not assessed, nor will it contribute towards your interview grade.

Gathering evidence/demonstrating competencies against the paralegal standard

It is important that you discuss with your training provider and employer/supervisor any roles/tasks you will be doing during your apprenticeship. The tasks should give you sufficient opportunities to demonstrate **all** the competencies and associated outcomes.

We recommend that you have regular meetings with your training provider and employer/supervisor to ensure any evidence you are producing does meet the requirements of each outcome. If you do not have sufficient evidence to meet any of the outcomes, you need to discuss this with them to identify why this may be the case. It could be for example the role/task is too narrow or the examples you are using are not the strongest ones to use as part of your evidence.

The portfolio will be countersigned by your training provider and employer, as confirmation that the content meets the required standard and is entirely your work.

Compiling the portfolio

The portfolio should demonstrate the following:

- evidence of using knowledge and understanding of relevant law and practice* to solve problems
- evidence of undertaking appropriate legal research
- evidence of assisting with a legal matter/transaction
- evidence of balancing competing priorities
- evidence of good file management
- evidence of ability to work with others
- evidence of ability to work to deadlines.

*The law and practice demonstrated through the portfolio should cover knowledge and understanding of the law of England and Wales as well as knowledge and understanding of the relevant area of law and practice.

Tips for a suitable portfolio

Make sure all the outcomes are covered with appropriate evidence

- You should be familiar with the 12 outcomes, and their associated grading criteria, assessed as part of the interview.
- Make sure your portfolio includes evidence that fully supports each of the outcomes.

Avoid unnecessarily short portfolios

- The portfolio needs to contain enough evidence and information to cover all the assessed outcomes.
- The CILEX assessor will use the portfolio to ensure you are ready for assessment and prepare questions for the interview.

Try to use a range of evidence that relates directly to your job role and the work you do on a day-to-day basis.

- Make sure the evidence provided is strong enough to clearly demonstrate your competency against the outcome.
- Only select evidence that you will be able to discuss confidently at interview. You should expect that the CILEX assessor may ask further questions around the evidence you have selected.
- It is recommended that you provide at least two pieces of evidence for each outcome as this may strengthen your portfolio and assist you in interview.
- Some evidence may be used for more than one outcome – this is okay! If the evidence is clearly referenced and relevant you will not be penalised.
- However, avoid using the same piece of evidence for too many outcomes. Whilst you will not be penalised, it may prevent the CILEX assessor from identifying how the overall competency has been met.
- Different types of evidence can be used within the portfolio, it does not need to consist of only emails and/or letters. A list of suitable evidence can be found in the Assessment Plan.

Ensure that all confidential information is correctly redacted and compliant with GDPR and data protection policies.

- For documents to be considered truly redacted, no confidential information must be visible or retrievable from the provided document.



- Use a thick marker pen or white-out to blank out sensitive information – the rest of the evidence will still need to be readable; caution is advised.
- Ensure any photocopies or scanned copies remain redacted – some marker pens will allow a copy to show the original text.
- If redacting something electronically, submit the evidence as a non-editable PDF file or similar – filled text boxes or images used in a word document to redact information can be moved or edited easily and therefore are not suitable.
- Check you have redacted everything that needs redacting before submitting your portfolio.



If in doubt, you should be contacting your training provider or your supervisor for guidance on how to redact information.

The interview

What is the 'interview'?

The purpose of the interview is to evaluate your competency against the paralegal standard. The CILEX assessor will ask questions to assess competency and depth of understanding against the grading criteria.

The CILEX assessor will read your portfolio ahead of the interview. They will then prepare specific/contextualised questions based on the evidence provided.

What grade is available?

The interview is graded distinction, pass or fail.

	Interview component
Pass	You must meet all the Pass grade criteria for the Interview.
Distinction	You must achieve all the Pass grade criteria and all of the Distinction grade criteria (except for assessment outcome 4.1) for the Interview.
Fail	You do not achieve all the Pass grade criteria for the Interview, ie you fail at least one criterion.

The associated grading criteria for the Timed Assessment and the Interview can be found in the *CILEX Level 3 Paralegal Apprenticeship End-Point Assessment – Specification*. The specification can be found in the EPA system.

The format of the interview

The interview will always:

- be 45 to an hour in length
- be conducted online via video calls and will be recorded.
- be videoed and audio recorded
- assess all 12 outcomes as outlined in the EPA Assessment Plan
- consist of 12 to 15 questions based on the portfolio of evidence
- start with a few icebreaker questions.



You can bring in a hardcopy version of your portfolio for reference, however you should be comfortable discussing your work without referring to it.

Where?

The interview is conducted online via video calls and will be recorded.

Unless otherwise agreed with CILEX beforehand, no-one else can sit in with you during the interview.

You can sit your interview at home or at another suitable location, for example, your workplace. It is your responsibility to ensure that your selected venue can offer sufficient WiFi connection to support the connection required.

Preparing for the interview



As with any interview, planning and preparing is key. The interview is not designed to trip you up but without any preparation, you may not perform to the best of your abilities.

There are different ways/techniques that can be used to prepare for an interview. You need to find a technique that works for you. Research interview techniques as these may help you when preparing for your interview.

Identifying which examples to use (this will help with what evidence to use in your portfolio)

Below are some basic tips you may want to follow/consider:

- Understand the outcomes and the associated grading criteria at distinction and/or pass criteria.
- Take **each** outcome and write down **specific** example(s) of tasks you have undertaken during your apprenticeship that relate to that outcome. The more examples you have the better.
- Take **each** example and identify specific aspects of what you did and map these against the requirements of the distinction criteria and/or pass criteria.
- If the example comfortably meets the requirements of the grading criteria, then this could potentially be one to use in your interview to demonstrate your competency against that outcome.
- If you have more than one example that could be used, rank order these from strongest to the weakest as this will help you to narrow which ones you may want to use during your interview, **or** at least give you a choice to select from depending on what question is being asked.
- If any of the examples identified do not entirely meet at least the pass grading criteria, then consider whether there is anything else you did as part of the task that would address this. If not, then the example chosen may not be the right one to use during your interview.

Remember, if an example does not work for a specific outcome, see if it will work for a different outcome.

Practicing your responses

- You are encouraged to make notes on your selected examples, with details about the situation, your role in the task, the work you personally undertook and the outcome or result. You should then practice reading this aloud, eventually without relying on your notes, to build your confidence and help prepare for your interview.
- Practice in front of a mirror or with a work colleague, friend or family member or even record yourself so you can look back at it to see if there is anything you want to change.
- Get feedback on your interview skills, for example:
 - How clear are you when speaking?
 - Are you using an appropriately polite and professional tone?
 - Are you speaking at a good pace or too fast?
 - Are you making eye contact (looking at the screen/camera and not down at your notes)?
 - Are you using your hands a lot that may distract you, if this does happen, maybe consider having something small in your hand to use and play with?
 - Are you covering the relevant specific points when describing your example; is it a clear and logical explanation of the example?
 - Have you missed anything that you wanted to say?
- When you are ready, do a 'mock' interview with your training provider and/or your employer/supervisor and ask for constructive feedback.

What to do before the interview

Please ensure you have read the *Regulations for Remote Interviews*, which can be found in the EPA system. You will be asked to confirm you have read this on the day of the interview.

You will need to present, at the beginning of the interview, photographic ID to the CILEX assessor via webcam. So please make sure you have valid ID, and you bring this with you to your interview.

A list of acceptable proof of ID can be found in the *Regulations for Remote Interviews* document.

Please note that without a suitable form of ID, the Interview will NOT take place.

ID permitted include:

- Current valid Passport (any nationality)
- Current full or provisional UK Photo Card Driving Licence
- UK Residence Card
- Current Student ID Card



If you do not have any of the valid ID, as listed in the regulations document, you must contact CILEX at least 10 working days before your interview so an alternative assessment validation arrangement can be put in place. You should email the CILEX EPA Team at paralegalepa@cilex.org.uk.

The interview

- Try and be ready to join your interview at least 10 minutes before your interview is meant to start.
- Make sure you have a copy of your portfolio and any notes you may have taken close by.
- Make sure you have some water with you.
- Take a deep breath and join the meeting a few minutes before the interview time. The CILEX assessor will let you into the meeting when they are ready.
- The CILEX assessor will introduce themselves to you and they will make sure you are ready to start your interview.
- The CILEX assessor will need to assess you against each outcome to see how you have developed in your role and check whether you are competent against them. They will do this by asking competency-based questions that relate to your role(s) during your apprenticeship. They will use the portfolio as an aid on which to base their question.
- When answering any question, make sure you are specific with your answer and that it relates to your role and what you did. Generic answers that could apply to any role and/or anyone do **not** show how **you** are competent against that outcome.
- Make sure your responses are about what you did and not what someone else may have done. This is about how competent you are against each outcome from what you have done and not what you have seen/observed someone else do.
- The portfolio should only be used as an aid; repeating what is in there will not demonstrate you are competent against each outcome.
- You are permitted, if you wish, to discuss examples that are not in your portfolio. The CILEX assessor may also ask if they feel that, from the discussion, there are others they find may help support you in meeting a specific outcome.



To summarise

When and where

- Ensure you are aware of the date and time of the interview.
- If you are not taking the interview at home, plan your journey to ensure you are punctual. Take into account traffic.

Know your portfolio

- Read through your portfolio thoroughly – there shouldn't be anything in your portfolio that you cannot talk about.
- Take notes of any pieces of work/evidence that may be an interesting point of discussion.
- Take the time to know what outcomes can be evidenced with the portfolio entries – one piece of evidence could be suitable for a few different outcomes.

Continually review your time as an apprentice

- Reflect on your learning and work carried out throughout your apprenticeship.
- Form an overall view of your experiences and be prepared to provide reflective accounts of your apprenticeship.

Time to shine!

- See the questions relating to your work as opportunities to provide further evidence of your competence, initiative and skills.

Breathe and relax

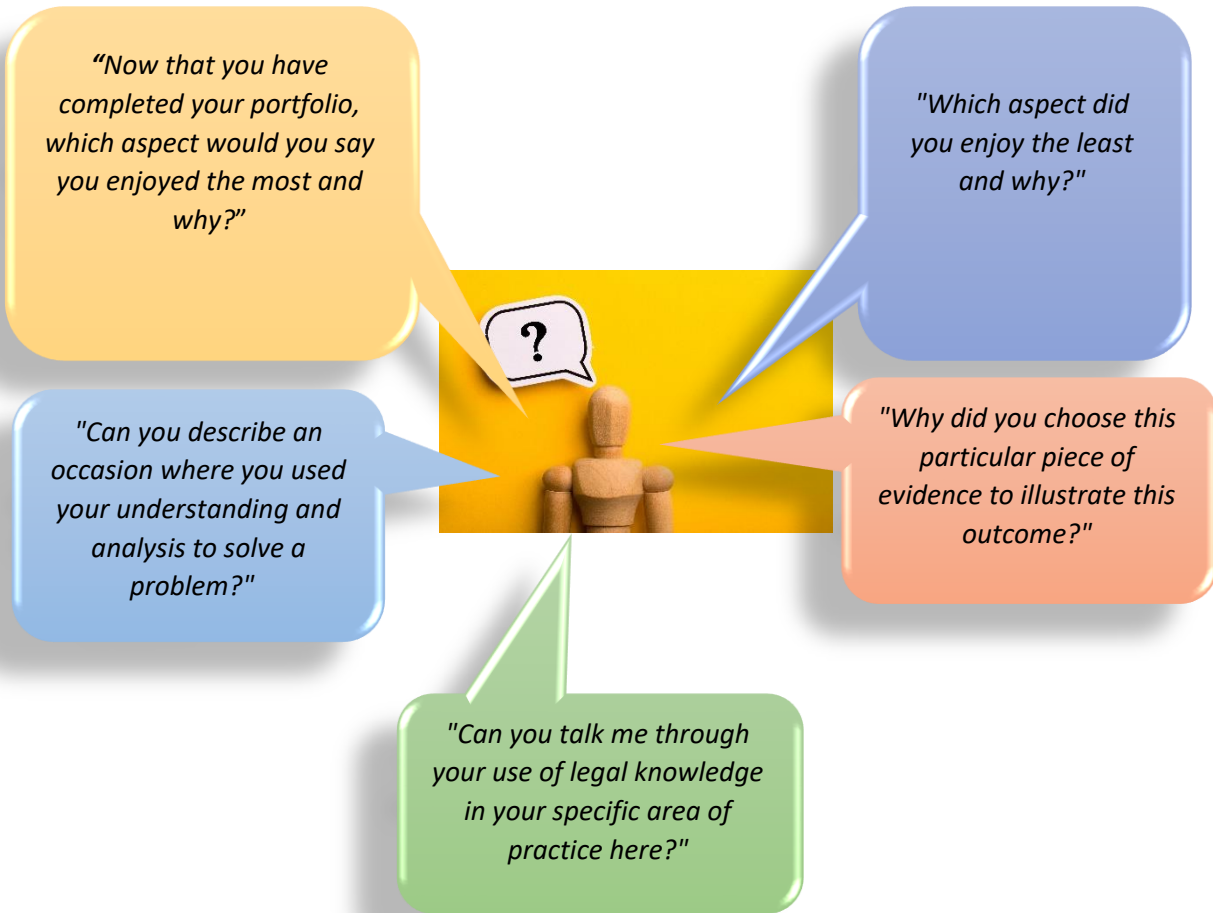
- Take your time and consider what is being asked of you before answering any questions.
- If you are unsure what is being asked, please do ask the CILEX assessor to repeat the question.

Clear and concise

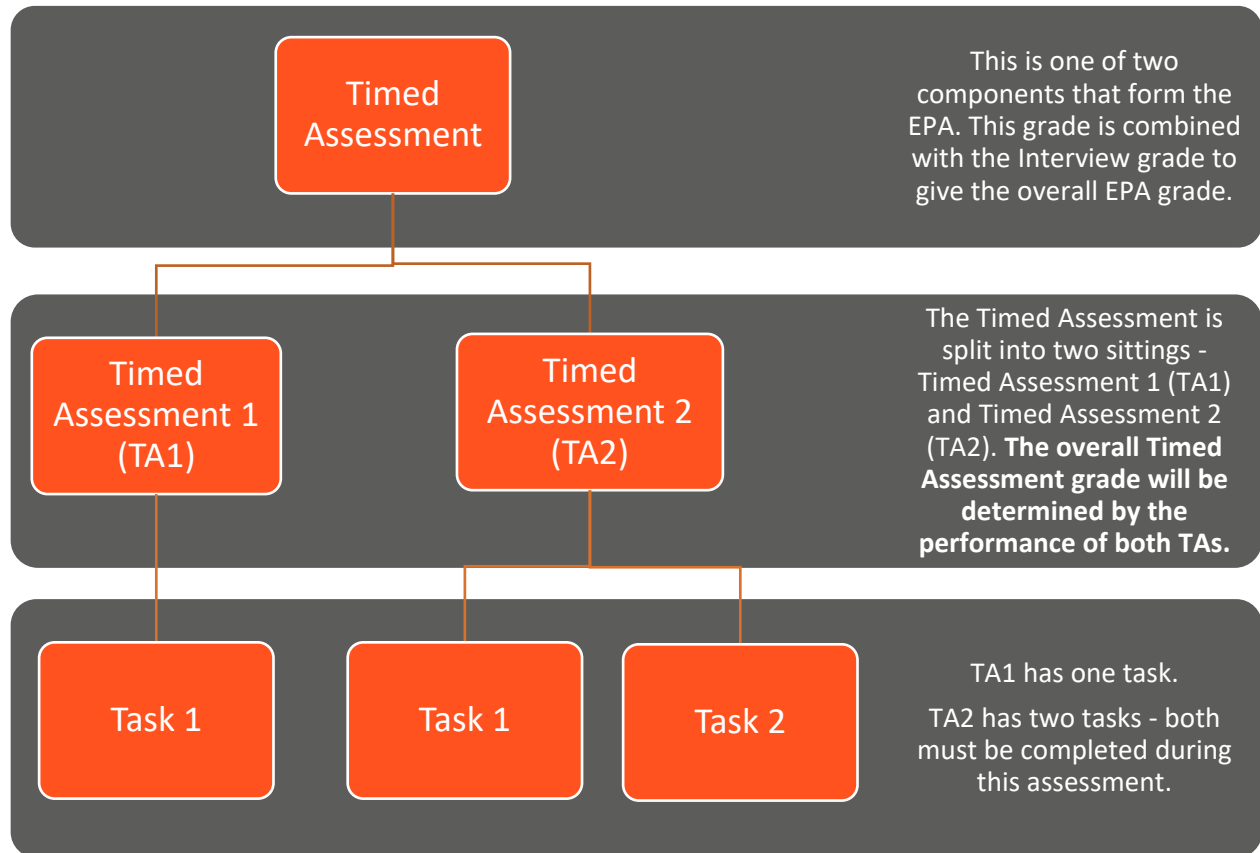
- Be confident and address your CILEX assessor in a clear and audible voice.

Sample Questions

The CILEX assessor will ask questions to determine your competency in the workplace and they will use your portfolio as a starting point. To do this, they will ask conversational questions designed to encourage you to evidence the outcomes – a selection of these questions have been provided below.



Timed assessment



General guidance about the TAs

- All TAs are structured in the same way regardless of the area of law and practice.
- TA1 and TA2 will assess both law and practice relevant to your apprenticeship pathway.
- The TAs are task-based assessments.
- The tasks are designed to replicate 'in tray' tasks that would be carried out in the workplace.
- Advance materials, which include details of a client matter, will be issued via email three weeks before the TAs. The advance materials will signpost you to certain research areas, and you are expected to read and understand the client matter to enable you to carry out your own in-depth research on the issues arising in the materials.
- The advance materials are for TA1 **and** TA2.
- You can bring an annotated copy of the advance materials with additional research materials into both TAs.



Did you know

Not all the research areas or issues raised in the advance material will appear in the TA, but it is important that you consider everything raised – just in case!



*Any notes made **during the assessment must be destroyed** – this does not apply to your research materials.*

Task format for the TAs



TA1 and TA2 are 1 hours and 30 minutes each. They are taken on the same day with a break in-between.

TA1

- Will comprise a single, scenario-based, practical task in which you must prepare a draft report, which will demonstrate your competence in report writing.

TA2 - Task 1

- Task 1 will require you to draft an email to a client or another professional.
- Task instructions will outline multiple queries that will need to be responded to in the email.

TA2 - Task 2

- Task 2 will require you to carry out a smaller activity related to legal and regulatory obligations relevant to your area of practice. For example, producing a set of training notes or a website article.

Sample Assessment Materials and Sample Model Answers

The following sample assessment materials (SAMs) and sample model answers have been produced to support you in the preparation of your end point assessment for the Timed Assessments.

Unfortunately, we do not have SAMs for every pathway, but you should look at the ones that are available as these will give you an insight into the type of information provided in the advance materials and the style of the tasks that you may come across in the live assessments.

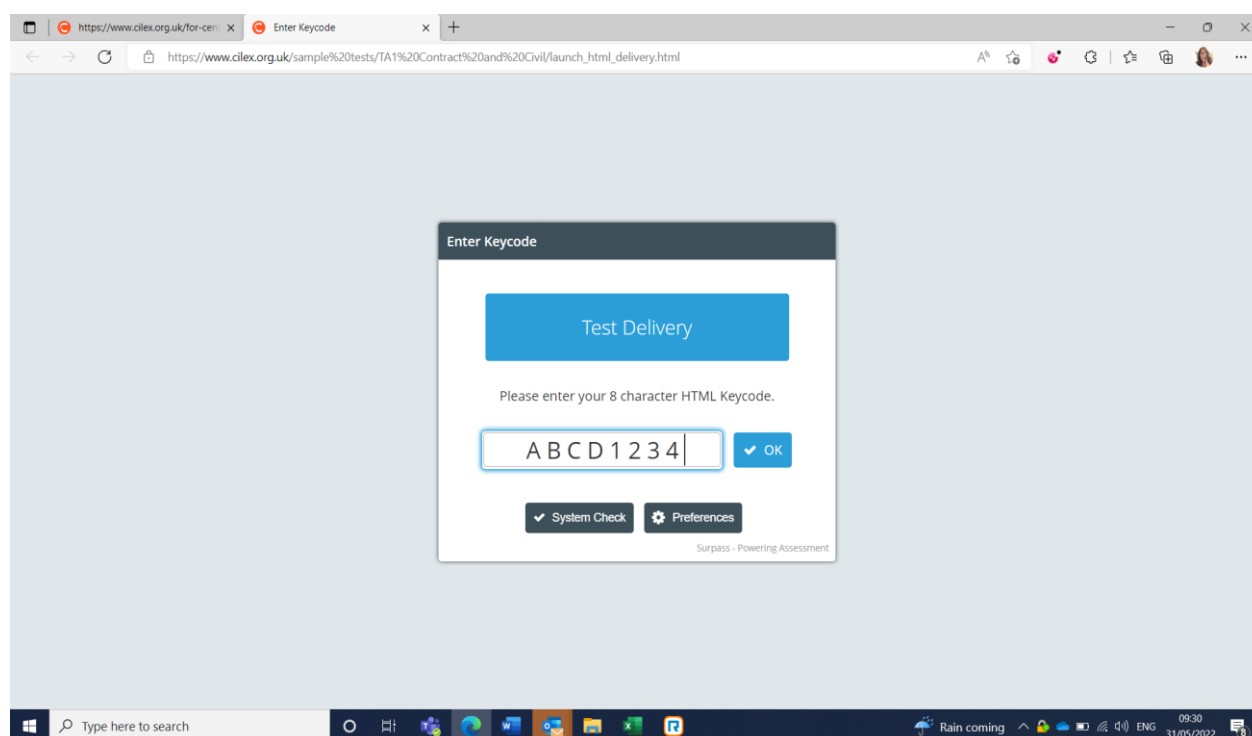
- Contract Law and Civil Litigation
- Land Law and Conveyancing Practice
- Tort Law and Civil Litigation
- Wills and Probate Practice

Also available are sample model responses. The responses provided are a suggestion and other acceptable valid responses will be accepted. To get the most out of these samples model responses, we recommend that you sit the Timed Assessments first.

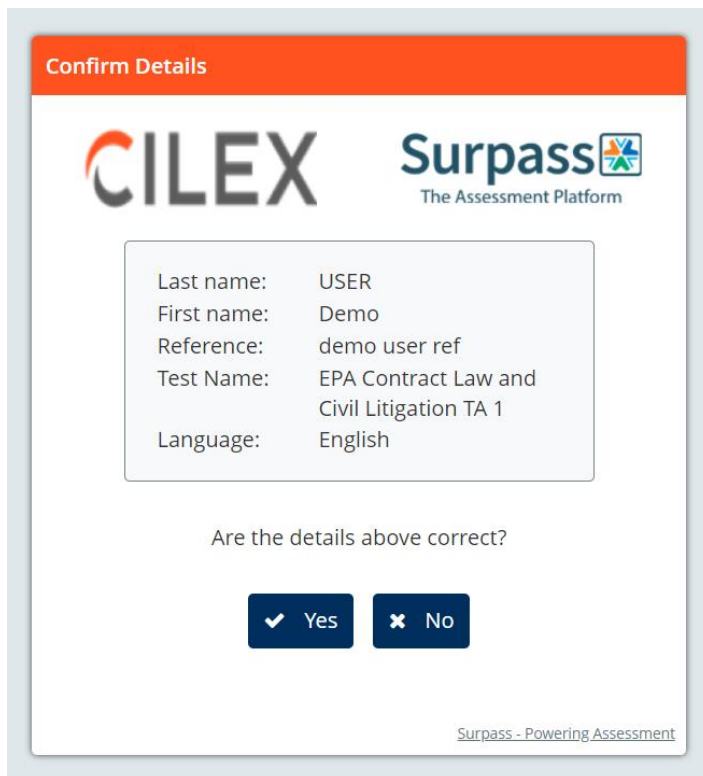
The SAMs and sample model answers can be found [here](#).

How to access the SAMs

1. Select the test you want to use, and this will appear – click 'OK'.



2. This screen will appear – click ‘Yes’



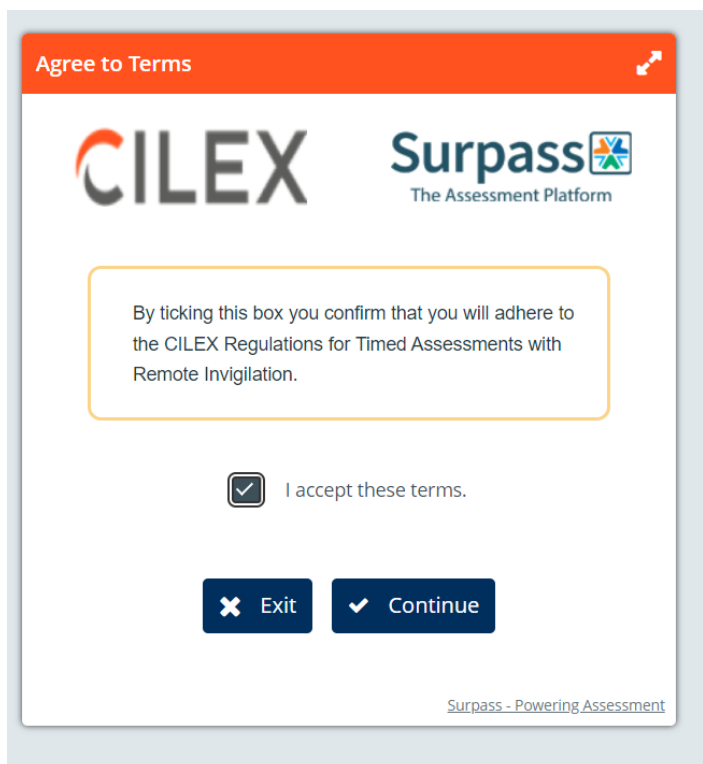
The 'Confirm Details' screen features an orange header bar with the text 'Confirm Details'. Below the header, the CILEX logo is on the left and the Surpass logo with the tagline 'The Assessment Platform' is on the right. A light grey box contains the following details: Last name: USER, First name: Demo, Reference: demo user ref, Test Name: EPA Contract Law and Civil Litigation TA 1, and Language: English. Below this box, the text 'Are the details above correct?' is displayed. At the bottom, there are two dark blue buttons: 'Yes' with a white checkmark icon and 'No' with a white 'x' icon. A small link 'Surpass - Powering Assessment' is at the bottom right.

Last name:	USER
First name:	Demo
Reference:	demo user ref
Test Name:	EPA Contract Law and Civil Litigation TA 1
Language:	English

Are the details above correct?

[Surpass - Powering Assessment](#)

3. This screen will appear – tick the ‘box’ and click ‘continue’. Do not worry, for these SAMs you do not need to comply with the regulations. However, when you sit the live assessment, you must comply with all our regulatory requirements and by ticking this box you will be confirming that you will comply with them.



The 'Agree to Terms' screen has an orange header bar with 'Agree to Terms' and a share icon. The CILEX and Surpass logos are at the top. A yellow-bordered box contains the text: 'By ticking this box you confirm that you will adhere to the CILEX Regulations for Timed Assessments with Remote Invigilation.' Below this, there is a checked checkbox followed by the text 'I accept these terms.' At the bottom, there are two dark blue buttons: 'Exit' with a white 'x' icon and 'Continue' with a white checkmark icon. A small link 'Surpass - Powering Assessment' is at the bottom right.

By ticking this box you confirm that you will adhere to the CILEX Regulations for Timed Assessments with Remote Invigilation.

☒ I accept these terms.

[Surpass - Powering Assessment](#)

You will see this page, which has the instructions and then you can start the test. You can go back into this SAM or any of the others as many times as you like.

Page: Contract Law and Civil Litigation T...
Section: Introduction
Test: EPA Contract Law and Civil Litigation TA 1
Candidate: USER Demo

CILEX

THE CHARTERED INSTITUTE OF LEGAL EXECUTIVES

PARALEGAL APPRENTICESHIP END-POINT ASSESSMENT

CONTRACT LAW AND CIVIL LITIGATION

TIMED ASSESSMENT 1

Time allowed: 1 hour and 30 minutes

Instructions and information to apprentices

- Read the following information carefully. Your exam timer will not start until you click the 'Start the Test' button.

This page requires scrolling

Start the Test >

Preparing for the TAs



As with any assessment/examination, preparation is key. It is important that you plan, practise and prepare for the assessment.

Read through the advance materials

- Carefully read through the advance materials and start to make notes on potential issues arising, and the points of law and practice you might expect to be asked to cover, based on the information provided.
- The paper will only contain law relating to the legal topics listed. However, the suggested legal resources are not exhaustive so you should consider other areas to research which may be appropriate.

Consider the grading criteria

- The grading criteria details what must be demonstrated in order to pass a certain grade. A copy of this criteria can be found in the *Assessment Plan* or in the *CILEX Level 3 Paralegal Apprenticeship End-Point Assessment - Specification*.
- Use this as a checklist to see if your research and preparation for the timed assessments cover these.

Organise your research

- Focus on what you have researched and what could come up in the assessment.
- It might be tempting to print off everything, but this will make finding things in the assessment difficult, distracting and time consuming.
- Some pieces of research will be more useful than others. You might expect to present your research on a particular point, but you are encouraged to read the tasks carefully and ensure you present only relevant research.
- Group areas together and use bookmarks to help speed up referencing.
- **Do not** bring in pre-prepared responses such as complete emails or paragraphs to copy into the assessments as this will be a direct breach of the assessment regulations and will be considered as malpractice.

Use the sample assessment materials

- It is strongly recommended that you use the SAMs in advance of the assessments, so you are familiar with the style of the assessments, as the format is the same for all pathways.
- Use the SAMs to practice using the e-assessment platform Surpass.
- Your training providers and employer may also find this resource useful to support you with your preparation.

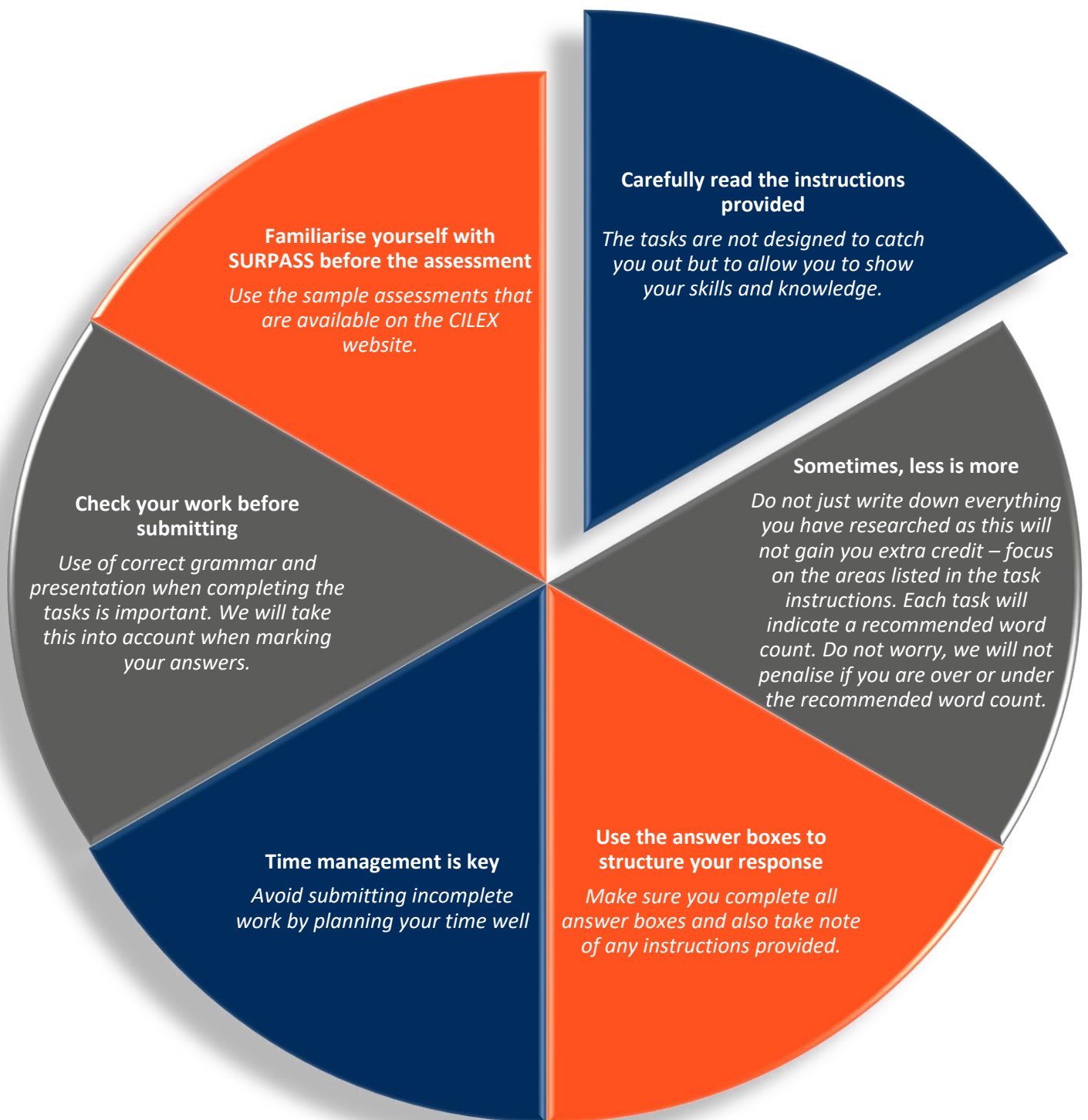
Know when your assessments are

- Ensure that you know and remember the time and date of your timed assessments.
- If you are not taking your timed assessments at home, make sure you have given yourself plenty of time to get to the venue you will be taking them at.

Practice timekeeping

- Each TA is 1 hour and 30 minutes in length – consider how much time you will need to read the question and then type your response in that time.
- You may want to refer to your research notes so this will also take time.
- Make sure to leave enough time to complete all the required tasks within the time allowed.
- Keep an eye on the assessment time that will be clocking down once you click 'Start the test'.

Things to remember for the TA's



Reporting issues

We hope that the EPA journey runs smoothly but if anyone encounters any problems, please ensure you notify CILEX as soon as possible by contacting the CILEX Paralegal EPA team at paralegalepa@cilex.org.uk

Prior to the EPA date

If there are any issues after the EPA being scheduled, it is important that you, your training provider or your employer contact the CILEX Paralegal EPA team at paralegalepa@cilex.org.uk. It is important to provide as much information as possible to identify the issue so we can look into it.

Issues can include, but are not limited to:

Time/date/ location changes	Emergencies
<ul style="list-style-type: none">• If the time/date allocated is not suitable, you must contact CILEX as soon as possible.• Changes to the allocation cannot be guaranteed if the date/time was previously supplied by you as suitable for the assessment.• If you cannot make the allocated date/time due to a change in circumstances, this will be assessed on a case-by-case basis.	<ul style="list-style-type: none">• We understand that sometimes things happen unexpectedly, if you believe that it may affect the EPA, please let us know• If it is in regard to postponement, access arrangements or reasonable adjustments, the EPA team will be able to advise on the options available.

On the day of the assessments

Our customer service team will be available to take calls. Please call 01234 841000 to register any illness, absence or delay.

Illness, absence or delays
<ul style="list-style-type: none">• If you are no longer able to attend the EPA due to illness, either you or your Training Provider must contact us.• If you do not appear at that the specified time/date for the EPA, we will contact all parties to confirm the reason for absence. (This includes if you forget about the EPA arrangements).

Illness, absence or delays

- If you are no longer able to make the scheduled EPA due to an emergency, then someone must contact CILEX as soon as possible.
- If you are running late for the assessment, it is your responsibility to ensure we are notified as soon as possible.
 - *If you are unable to contact the CILEX EPA team directly, your training provider or your employer can contact us on your behalf.*
 - *Please note that if you arrive more than 15 minutes late, you will not be able to take the assessment at the given time and this will need to be arranged for the next assessment window.*

Contact details

To help streamline any queries, please use the contact information below so queries are sent to the team who can deal with the query.

Please contact our dedicated EPA team at paralegalepa@cilex.org.uk if you have any questions relating to:

- EPA session window dates.
- Notification of annual leave and other delivery requirements.
- Queries regarding portfolio upload and the gateway process.
- What to do if there is a change of circumstances.

Running late on the day or feeling unwell?

The CILEX customer service team telephone number will be open on the days the assessments are taking place to log any absence or delay – please call 01234 841000 as soon as possible if an issue arises.

Membership queries

Are you a CILEX member? Do you need to discuss your membership? Do you have questions about CILEX in general?

Please contact our dedicated customer service team via the [Contact Us](#) form or by calling 01234 841000.