



CILEX Level 3 Paralegal Apprenticeship End-Point Assessment

EPA Delivery and Processes Guide

(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
The interview	2
The portfolio	2
The format of the interview	2
Timed Assessment	3
The paralegal standard	4
The competencies.....	4
The outcomes	5
Grading	7
Component grade	7
Overall EPA grade	7
The EPA process - from registration to certification	8
Registration.....	9
Gateway.....	9
What is the 'Gateway'?	9
Gateway process	10
Submission.....	10
What is uploaded?	11
Gateway review	11
What happens after gateway?	12
End-point assessment timeline	13
When, where and how	14
When?	14
Where and how?	15
The interview	16
Where?	16
What will happen during the interview?	16
Timed Assessment	17
Sample Assessment Materials and Sample Model Answers	17
Reporting issues.....	18
Prior to the EPA date	18

On the day of the assessments.....	19
Results process	20
Enquiries about results (EAR)	21
Possibilities of EAR outcomes.....	21
What is a re-sit?	21
When would an apprentice need to re-take the EPA?	22
Contact details	24
Training provider queries	24
Apprentice queries	24
Membership queries	24

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	Page number
Removal of any reference to OneFile and replaced with EPA system	Throughout
Registration information updated to reflect: <ul style="list-style-type: none">this is done via the EPA systemthe requirement for apprentices to be registered a minimum of six months before an apprentice reaches the gateway.	Page 9
Access to other CILEX documents related to this apprenticeship can be found in the EPA system.	Throughout

Introduction

The Chartered Institute of Legal Executives (CILEX) is the professional association for CILEX Lawyers (Chartered Legal Executives), Paralegals and other legal practitioners in England and Wales, offering unparalleled access to a flexible career in law and recognition alongside solicitors and barristers. We set high professional and ethical standards and drive greater diversity in the profession. Find out more about CILEX on our website www.CILEX.org.uk

CILEX is proud to be an End Point Assessment Organisation (EPAO) for the Level 3 Paralegal Apprenticeship.

This guide is designed for apprentices, training providers and employers to help them understand what is involved in an apprenticeship and CILEX's role as the End Point Assessment Organisation (EPAO). Some of the information will be related more to the apprentice, the training provider and/or the employer/supervisor, but the information provided is useful for everyone to know.

This guide contains useful information around the end-point assessment (EPA) process from registration to certification. It includes:

- useful tips on how progress smoothly through the EPA process
- information about the Timed Assessment and the Interview
- the process around results, re-sits, re-takes and certification.

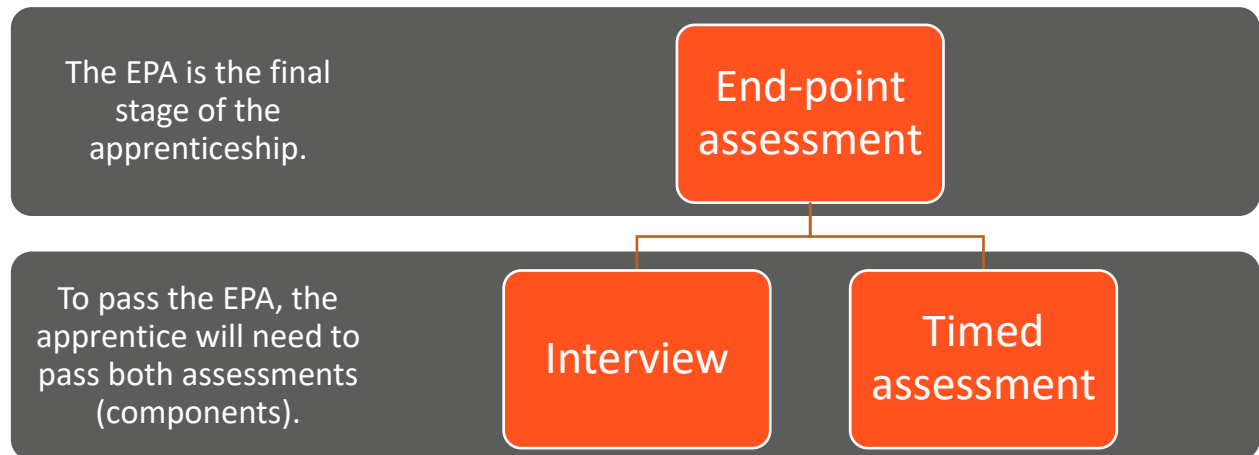
We recommend that the apprentice, training provider and the employer discuss the areas in this guide that relate to them, and everyone has a common understanding of the EPA and its requirement. This will ensure the apprentice is prepared for their EPA.

This guide should be read alongside the *CILEX Level 3 Paralegal Apprenticeship End-Point Assessment – Specification* and the *Apprentice Guide to the End-Point Assessment*. These can be found in the EPA system.

What is the EPA?

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

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



The interview

The purpose of the interview is to test the apprentice on their understanding of the paralegal standard. The CILEX assessor will ask questions to assess competence and depth of understanding against the grading criteria.

The portfolio

As part of the apprenticeship, the apprentice will need to gather evidence of the knowledge and skills as set out in the EPA Assessment Plan to produce a portfolio of work-based evidence. The portfolio is part of the gateway submission.

The apprentice will be able to refer to their portfolio during their interview, but only as an aid memoir. The portfolio is **not** assessed, **nor** will it contribute towards the interview grade.

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

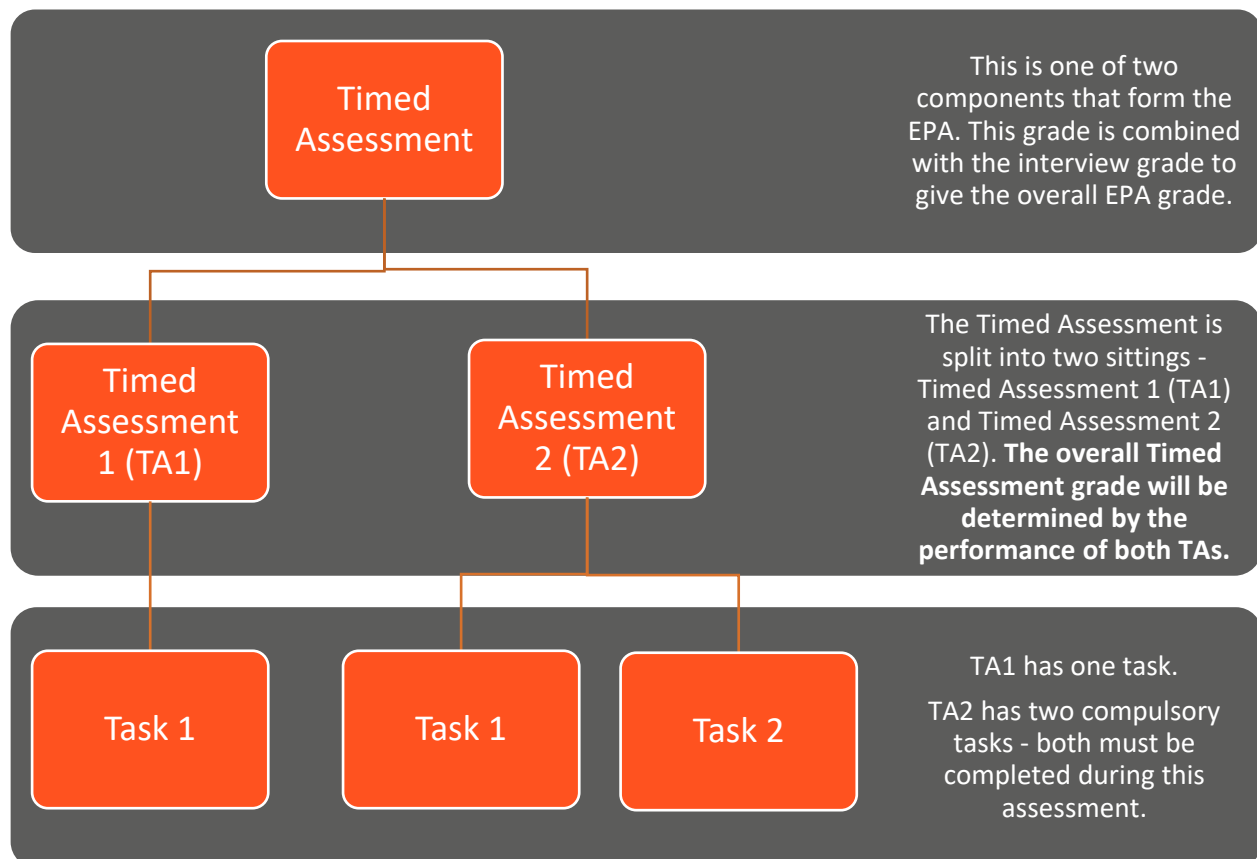
- assess all 12 outcomes as outlined in the EPA Assessment Plan
- consist of 12 to 15 questions based on the portfolio of evidence
- start with a few icebreaker questions.



The apprentice can bring in a hardcopy version of their portfolio for reference, however they should be comfortable discussing their work without referring to it.

Timed Assessment

The Timed Assessment is split into two assessments, Timed Assessment 1 (TA1) and Timed Assessment 2 (TA2).



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 the apprentice, training provider and employer are familiar with the standard, and they have a clear understanding of the competencies and outcomes that will be assessed. The apprentice should discuss these with the training provider and their employer/supervisor to ensure that their day-to-day work gives them plenty of opportunities to develop the necessary skills, knowledge, and behaviours.

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	The apprentice must achieve all the Pass grade criteria for the Timed Assessment.	The apprentice has passed both Timed Assessments.
Distinction	The apprentice must achieve all the Pass grade criteria and all the Distinction grade criteria for the Timed Assessments.	The apprentice has passed both Timed Assessment and they have achieved a distinction for each assessment outcome across both of the Timed Assessments (except assessment outcome 1.1).
Fail	The apprentice does not achieve all the Pass grade criteria for the Timed Assessment.	If the apprentice has failed at least one of the Timed Assessment.

Interview

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

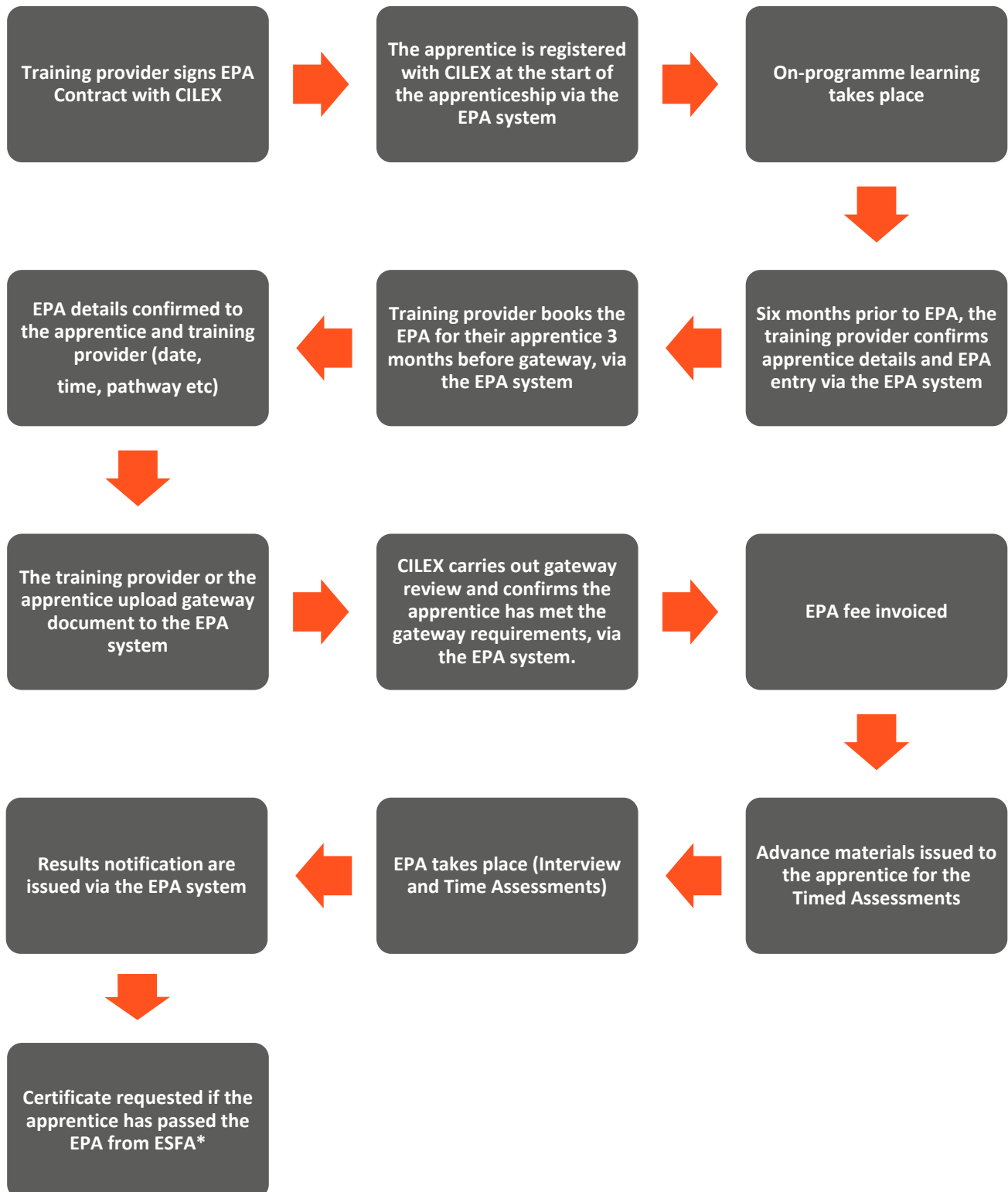
The associated grading criteria for the Timed Assessment and the Interview can be found in the *CILEX Level 3 Paralegal Apprenticeship End-Point Assessment – Specification*. The specification can be found in the EPA system.

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 EPA process - from registration to certification



* Education and Skills Finding Agency

Registration

It is important that the training provider registers apprentices with CILEX as soon as possible, preferably at the start of the apprenticeship via the EPA system. However, training providers **must** register apprentices with CILEX for EPA, **a minimum of six months before** an apprentice reaches the gateway.

CILEX will contact the training provider three months before the EPA window to confirm the names and pathways of any apprentices that are going to enter for their EPA.

CILEX will also contact the training provider after the results are issued to confirm if anyone will be re-sitting their assessment at the next assessment window.

It is important that the training provider let CILEX know of any dates that the apprentice cannot make so we can take this into account when we start to schedule their assessments.

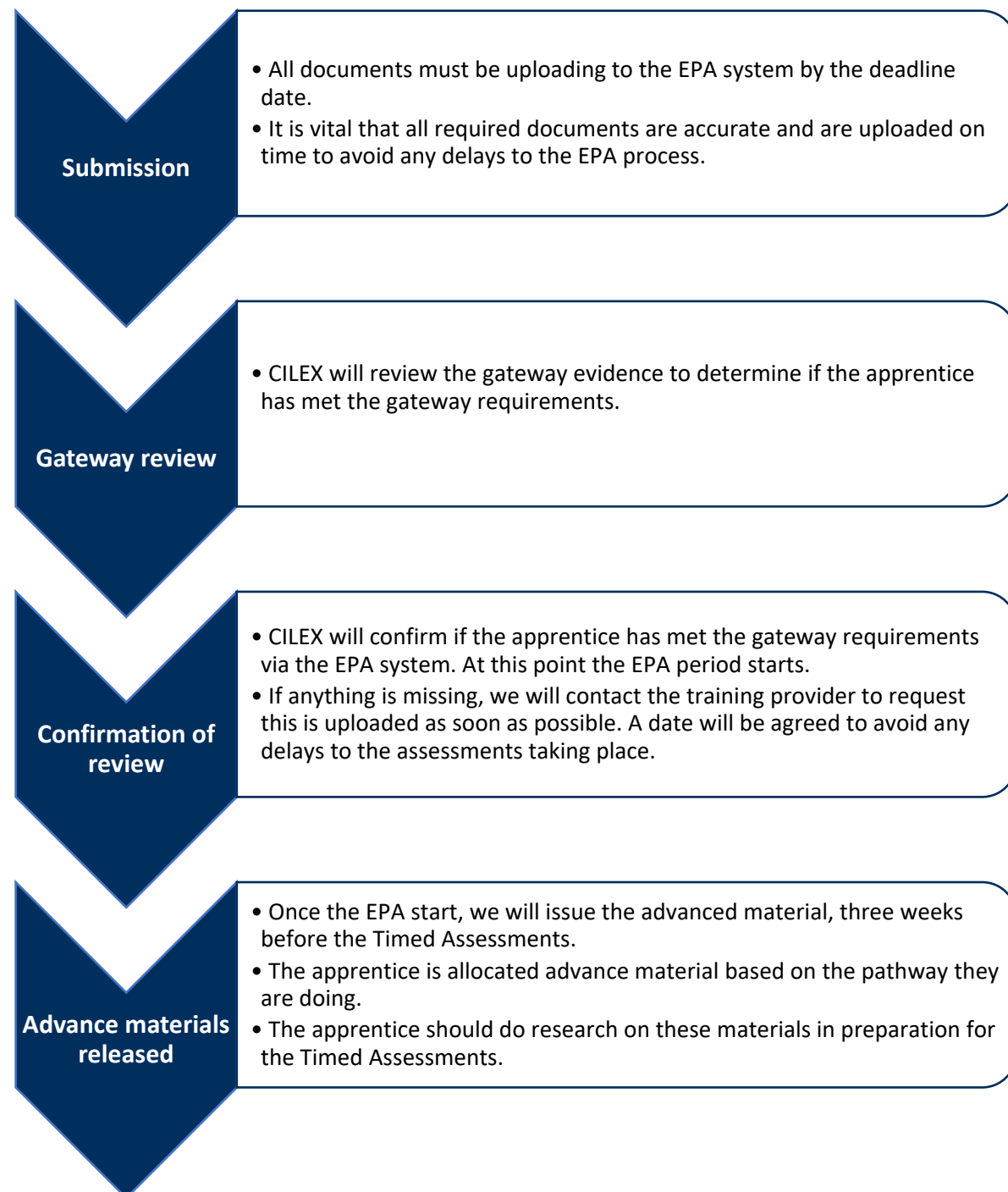
CILEX will then contact the training provider and the apprentice with the dates and times we have allocated for when their assessments will take place. If these are not suitable, the training provider or the apprentice must contact CILEX immediately. We will do our best to accommodate any request to change the dates and/or time, however we cannot guarantee this.

Gateway

What is the 'Gateway'?

The 'Gateway' is where we, the EPAO, check that the apprentice has met the necessary qualification requirements, and that the portfolio of evidence (the 'portfolio') has also been produced and submitted to support the apprentice with their interview.

Gateway process



Submission

Gateway can only take place after a minimum of 12 month on-programme training. An apprentice 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 their 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 the apprentice, employer and the training provider. By signing the Gateway Declaration Form, the training provider and the employer are confirming that the apprentice is ready for their EPA – they are satisfied the apprentice is 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 will need to be completed and signed by the apprentice, the training provider and the employer/supervisor. This form can be found in the EPA system,

It is important to note that by signing this declaration, everyone is confirming the apprentice is 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 an apprentice has 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 the apprenticeship the apprentice 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.

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

Gateway review

CILEX will review the submitted evidence to ensure all required documentation has been provided and completed correctly. It is important to ensure that everything is uploaded correctly, and that the portfolio is in an accessible format.

CILEX will confirm if the apprentice has met the gateway requirements via the EPA system. The EPA period starts from this point.

If the apprentice no longer wishes to undertake the EPA, the training provider must contact CILEX.

What happens after gateway?

Advanced material for the timed assessment

Once the apprentice has met the gateway requirements, CILEX will issue advance materials depending on the pathway they are on. The advanced material will be for both the TA1 and TA2.

The advanced material will be issued three weeks before the timed assessment. We have different advanced materials for the same pathway, and we will randomly assign these. This could mean that two apprentices on the same pathway with the same employer could be allocated different materials.

It is important that the apprentice conduct research on the advanced material as their assessment for TA1 and TA2 will be based on this. They will have three weeks to do their research.

Confirmation emails about the assessment date and testing instructions

The apprentice will receive an email from Proctor, the online invigilation system, seven days before their scheduled timed assessments. This email will contain further information on the following:

- Confirmation of the date and time of each timed assessment.
- Links to the relevant CILEX assessment regulations for the apprentice to read prior to the assessment.
- Testing instructions to be completed prior to the timed assessments (including Proctor testing).



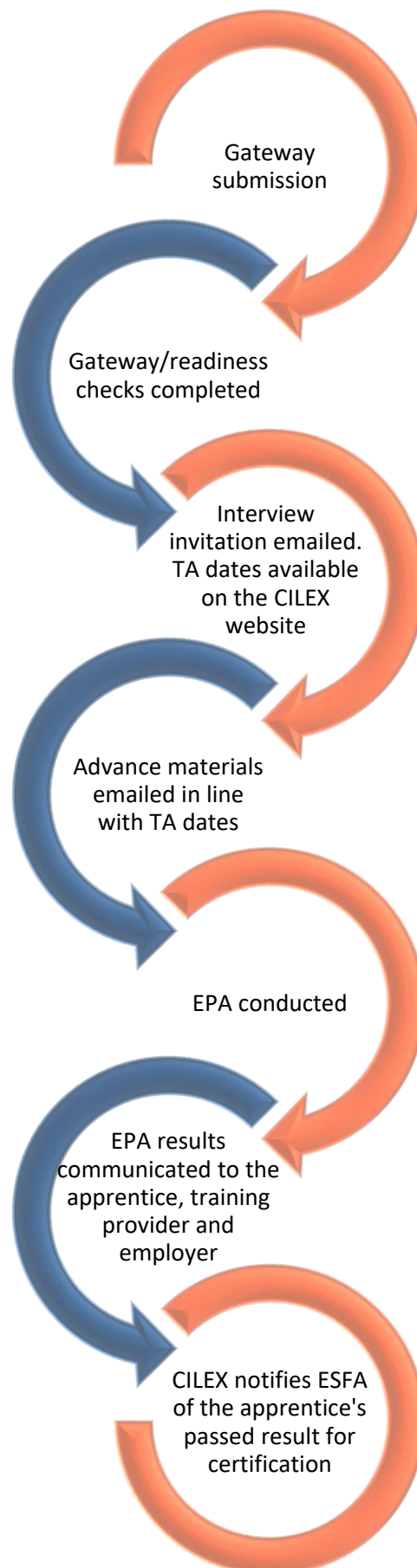
It is very important for the apprentice to conduct the testing as it will minimise the chance of any issues on the day. It also ensures that they have the correct equipment.

The apprentice will then receive emails three days prior to the day of the assessment. There will be a separate email for TA1 and TA2 and they will contain:

- Confirmation of the date and time of each timed assessment.
- Links to the relevant CILEX assessment regulations for the apprentice to read prior to assessment.
- Link to the assessment. ***Please note that the link to the assessment will not work until the day and start time specified in the email.***

End-point assessment timeline

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



Results will be issued within the 16-week EPA

When, where and how

When?

There are **three** opportunities a year for the apprentice to undertake their EPA. They are spread evenly throughout the year so, no matter the start date, there will be a window available before the end of the apprenticeship. It is important to consider these windows when registering the apprentice as it may have an impact on employment terms or funding for training provider.

The confirmed dates for the next three windows can be found on the CILEX [website](#), however the windows will remain roughly at the same time each year.

The timetable for the timed assessments for each pathway can also be found here.

Window 1	
Gateway and advance material released for the Timed Assessments	January
Timed Assessments	February
Interviews	February
Results	May

Window 2	
Gateway and advance material released for the Timed Assessments	May
Timed Assessments	June
Interviews	June/July
Results	September

Window 3	
Gateway and advance material released for the Timed Assessments	September
Timed Assessments	October
Interviews	October
Results	December

Where and how?

The EPA is conducted electronically and remotely, in line with the requirements set out in the EPA Assessment Plan.

The apprentice will be required to have suitable equipment and should be made aware of what these are before they sit their assessment. Please see *Equipment and System Requirements*, found in the EPA system.

The Interview

The interview is conducted online via video calls and will be recorded. The apprentice will be required to have their camera on throughout their interview.

The apprentice must comply with the *Regulations for Remote Interviews*, which can be found in the EPA system.

Further information on the content and format of the Interview can be found later in this guide.

The Timed Assessments

These are onscreen assessments conducted on an e-Assessment platform called Surpass. We do not provide physical copies of the timed assessments or any other related materials. The advanced material will be sent three weeks before the assessment window and will be sent electronically to the apprentice by email.

The apprentice must comply with the *Regulations for Timed Assessments with Remote Invigilation*. They should be familiar and understand the information in the *Apprentice Guide for Online Timed Assessments with Remote Invigilation*. Both of these documents can be found in the EPA system.

Further information on the content and format of the Timed Assessment can be found later in this guide.

The interview

Where?

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

The apprentice must comply with the *Regulations for Remote Interviews*, which can be found in the EPA system.

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

What will happen during the interview?

The apprentice must read the *Regulations for Remote Interviews*, which can be found in the EPA system. The apprentice will be asked to confirm they have read this on the day of the interview.



The apprentice will need to present, at the beginning of the interview, photographic ID to the CILEX assessor. 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 the apprentice does not have any of the valid ID, as listed in the regulations document, they must contact CILEX **at least 10 working days** before their interview so an alternative assessment validation arrangement can be put in place. They should email the CILEX EPA Team at paralegalepa@cilex.org.uk.

Timed Assessment

The Timed Assessment, TA1 and TA2 will be taken using the e-assessment platform Surpass. The apprentice will take the assessment remotely and will be invigilated via the system Proctor.

The apprentice will be asked, before they start each assessment, to confirm that they have read and agree with the *Regulations for Timed Assessment with Remote Invigilation*. The regulations can be found in the EPA system. It is very important to make sure they are familiar with the regulations, failure to do so could result in a malpractice case.

We recommend that the apprentice is familiar with the software before they sit their TAs, and they are given the opportunity to trial the software by using the sample assessment materials on the [CILEX website](#). They can access these sample assessment materials but they cannot download them.

The apprentice should attempt these in advance of them sitting their assessments. This will give them the opportunity to raise any relevant questions with the training provider or their employer, so by the time they sit the assessment they feel confident in knowing what to expect on the day.

We also recommend that the apprentice reads the *Apprentice Guide for Online Timed Assessment with Remote Invigilation*, which can be found in the EPA system.

Sample Assessment Materials and Sample Model Answers

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

Unfortunately, we do not have SAMs for every pathway, but they should look at the ones that are available as these will give them an insight into the type of information provided in the advance materials and the style of the tasks that they 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 your apprentice sit the Timed Assessments first.

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

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 the apprentice, the training provider or the 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	Changes to circumstances
<ul style="list-style-type: none">• If the time/date allocated is not suitable, the apprentice 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 the apprentice 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.	<ul style="list-style-type: none">• We should be notified as soon as possible if there has been a change in the following:<ul style="list-style-type: none">○ <i>Pathway</i>○ <i>Estimated EPA date</i>○ <i>ULN</i>○ <i>Apprentice name</i>○ <i>Employer</i>○ <i>Training provider</i>• If the apprentice is no longer on programme, we must be notified of the withdrawal.

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

- If the apprentice is no longer able to attend the EPA due to illness, either you or they must contact CILEX.
- If the Apprentice does 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 the apprentice forgets about the EPA arrangements).
- If the training provider or the employer, are aware that the apprentice will no longer be attending, please contact us as soon as possible.
- If the apprentice is no longer able to make the scheduled EPA due to an emergency, then someone must contact CILEX as soon as possible.
- If the apprentice is running late for the assessment, it is their responsibility to ensure we are notified as soon as possible.
 - *If they are unable to contact the CILEX EPA team directly, the training provider or the employer can contact us on their behalf.*
 - *Please note that if an apprentice arrives more than 15 minutes late, they will not be able to take the assessment at the given time and this will need to be arranged for the next assessment window.*

Results process

Assessment sat

- The TAs and Interview are sat by the apprentice.
- The TAs will take place first over a one week assessment window. The assessments will be completed online on the assessment platform SURPASS.
- Then the interviews will take place, over a two week assessment window.
- The interview is conducted online via video calls and will be recorded.
- Dates for the TAs and Interview window are available on the CILEX website.

Marking and internal verification

- Both components are marked by trained CILEX assessors.
- The TAs and Interview are marked by different CILEX assessors to avoid the appearance of bias.
- CILEX trained internal quality assurers (IQA's) will sample the marking for both the TAs and Interview.

Results released

- On results days, results can be accessed via the EPA system. Results slips will also be shared with training providers via the CILEX Training Provide Hub before result release date. The employer will be emailed the result.
- We will issue a feedback report on any components the apprentice has failed. This will help them to focus on the areas they need to develop. This will be uploaded to the CILEX Training Provider Hub for the training provider to distribute.
- We will send notification to the ESFA within seven days of results release for those apprentices who have passed the EPA. They will issue the apprenticeship certificate and their turnaround is four weeks.

Enquiries about results (EAR)

The apprentice can request a remark for any of their EPA components - interview, TA1 and/or TA2. This process can be requested by an apprentice who has received a pass as well as those who have failed any component(s). All requests must be made within 15 working days of results release. Payment for this service is payable immediately. To request an EAR, an *Enquiries About Results form* must be emailed to paralegalepa@cilex.org.uk.

We will confirm receipt of the request within five working days. Once confirmed, the enquiry will be processed, and the requested component will be reviewed based on the level of service that was requested.

The following can be found in the EPA system.

- *CILEX Enquiries About Results form*
- *CILEX Enquiries about Results Policy – CILEX End-Point-Assessment*
- *CILEX Enquiries about Results Procedure – CILEX End-Point-Assessment.*

Possibilities of EAR outcomes

A report detailing the outcome of the enquiry will be issued within 20 working days – the report will either confirm:

- no change to the grade* for the interview and/or TA or the overall grade
- a change to the grade** for the interview and/or TA but the overall grade has not changed
- a change to the grade** for the interview and/or TA and the overall grade has changed.

* even if the grade has not changed, the number of outcomes originally failed may change and we will report this. We will provide feedback on any outcomes that have still not been met.

**a grade change could either be fail to pass, pass to distinction or pass to fail.

Resit and re-takes

Depending on the number of assessments achieving a fail grade, the apprentice will be offered either a re-sit or a re-take.

What is a re-sit?

A re-sit is only offered if the apprentice has passed at least one of the assessments (TA1 or TA2 or the interview) as this does not require them to undertake further learning.

- If they fail the interview, they can take the interview again without making changes to the portfolio.
- If they fail only one of the TAs, the apprentice will use the same advance material from their first attempt.
- If they fail both TA1 and TA2, the apprentice will be issued a new advance material three weeks before the next assessment date.

Re-sit opportunities will be offered to the apprentice at the next available assessment window. This will be done after results are released.

If the apprentice cannot/does not want to re-sit at the next available window, then they need to let CILEX know by emailing at paralegalepa@cilex.org.uk.

As a requirement set out in the Paralegal EPA Assessment Plan, all re-sits and re-takes must take place within 12 months of receiving their results. Please check whether your funding would be affected by this.

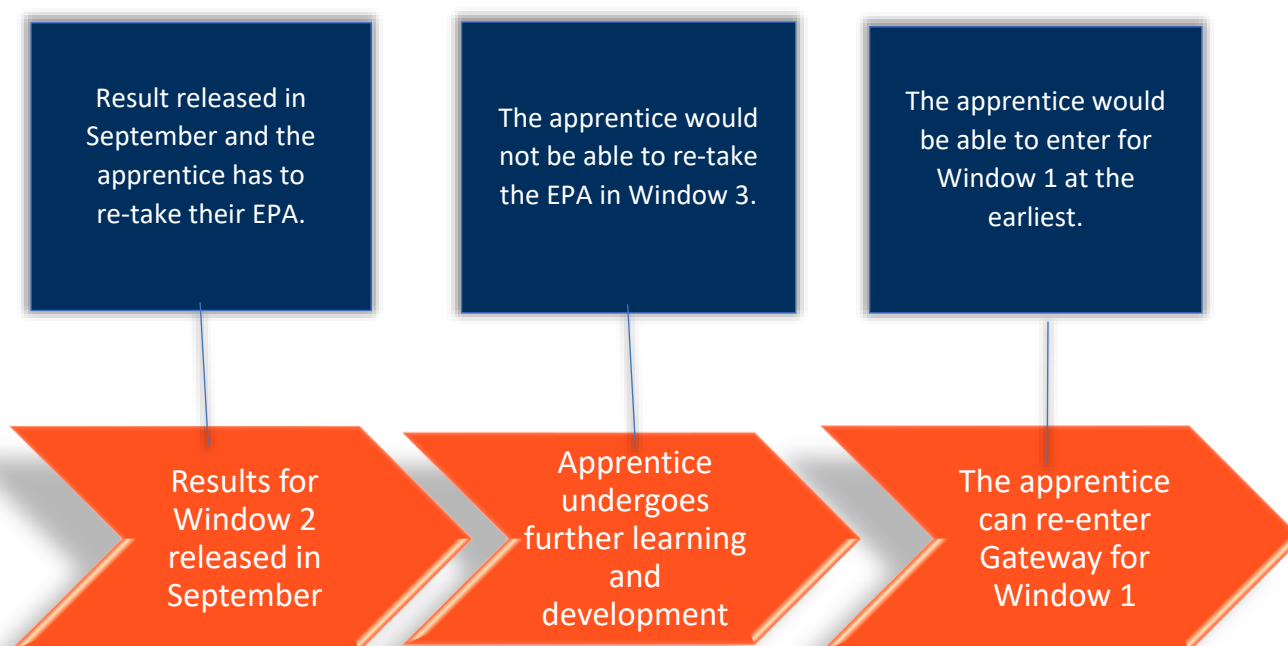
When would an apprentice need to re-take the EPA?

The apprentice will need to re-take the EPA if they fail **all three** assessments (TA1, TA2 and Interview). A re-take requires the apprentice to do at least three months of further learning, and they will have to re-enter the Gateway process.

The apprentice can add further evidence to their portfolio to support their interview. However, new advance materials will be issued to the apprentice for their Timed Assessment.

Due to the required additional learning and the way the session windows are arranged, the apprentice would **not** be able to sit their EPA in the next window, but they would be able to sit in the one after that.

For example:



Further charges will apply to any re-sit or re-take undertaken.

IMPORTANT INFORMATION

- All re-sits and re-takes must be taken within 12 months of the results being released.
- The **maximum** grade awarded to a re-sit and re-take will be a pass, unless we identify exceptional circumstances accounting for the original fail grade.
- An apprentice cannot re-sit or re-take any part of the EPA in order to increase their grade from a pass to a distinction.
- For both a re-sit and a re-take, the apprentice will be reassessed on all the outcomes and not just on the ones they failed on.

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.

Training provider queries

If the training provider has any queries regarding the apprenticeship process such as:

- Apprenticeship timescales and important deadlines.
- Any particular requests for EPA delivery.

Please contact our EPA team at paralegalepa@cilex.org.uk

If the training provider is looking to request a re-sit, re-take or enquiry about results on behalf of an apprentice, please contact CILEX at paralegalepa@cilex.org.uk.

Apprentice queries

Please contact CILEX at paralegalepa@cilex.org.uk if the apprentice has 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.