

## Frequently asked questions.

## Highfield Level 3 Award in Undertaking End Point Assessment one day skills workshop events.

How long does it take to complete?	That's up to you. You can complete most of the work during the sessions if you can. You should then send in your work to your tutor to mark, normally within 10 working days
What are your success rates?	So far 100% for all learners who have reached completion stage. We support all students to achieve when we can.
Do I need to be on a computer, or can I access from my phone?	You can use what suits you as long as you can join in the sessions.
Will I need Zoom account?	Not to join the course on the day, but you will need some way of video conferencing as part of the practical session in the afternoon. Zoom and Teams accounts can be set up online and normally are free for some packages.
How do I contact you?	Email us info@a2atraining.co.uk we are quick to respond and happy to help.
Are the courses nationally recognised?	Yes, all our courses are certified by Highfield, they are nationally recognised qualifications and Ofqual recognised. We are a Highfield Qualifications approved centre.
Do I get a certificate?	Yes, you can have an e-certificate and/or hard copy. Let us know which you would prefer. Hard copy certificates are posted out direct form Highfield.
Can I test the link for the training session before the day to make sure my connection works?	Yes, that's a good idea.
Who are the trainers?	Our trainers have years of experience as end point assessors and lead end point assessors as well as years of experience in the field. They are friendly and professional and happy to help.



