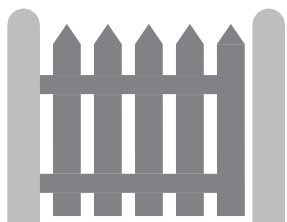


SCHEDULING ASSESSMENTS

AT HIGHFIELD ASSESSMENT



STEP 1

Complete your **Gateway meeting** with your apprentices



STEP 2

Call **01302 363277** and ask for the **Highfield Scheduling Team**



STEP 3

We'll **confirm** your assessment **date and time**



STEP 4

Complete your assessment



STEP 5

Don't forget to **track your apprentices** through the Highfield EPA Dashboard

HIGHFIELD ASSESSMENT SCHEDULING CALL

Telephone number: 01302 363277

Office Opening Times: 8.30am and 5.30pm Monday to Friday

Your call will be answered by a member of the Highfield customer service team, please state that you are calling to book your end-point assessment and they will transfer you to our scheduling team.

The scheduling team will be able to support you with scheduling the assessments, below are several questions that will likely to be asked during the call.

Employer/Line Manager & Apprentice

- Who is your employer?
- Please could we take your preferred contact email addresses?
- Please could we take your preferred contact telephone numbers?
- What is the date of the gateway meeting?
- Do you have any holidays booked over the next 2 months?
- Are there any other dates we need to avoid when booking your end-point assessment?

End-Point Assessment Details

- Please can you confirm the address of where the end-point assessment will take place *NB: N/A if remote assessment option selected*
- Please can you confirm that all facilities required to conduct the assessment are available?
- Are there any health and safety or security requirements that our assessor needs to be aware of before attending?
- Is parking available on site?
- Is Wi-Fi access available?

At the end of the call, Highfield will confirm the date and time of your end-point assessment. If for any reason we cannot confirm this during the call, a member of the team will be in contact.

You will also receive a confirmation email within 2 working day, this will outline full assessment activity including dates and times and can be sent to whoever requires, the learner, training provider and employer.

On receipt of the confirmation email and scheduling form, please ensure this is checked and accurate. Should you have any concerns please respond to the email or contact the scheduling team on **01302 363277**.