
EPA Bulletin 12 - Important Please Read Changes to Test Call

Dear training provider,

From 01/08/25, CMI will be making changes to the support offered to apprentices regarding the use of Google Meet for their Live Assessments.

The key benefits for apprentices as a result of these changes will be:

- Personal support in the Live Assessment at the time agreed with the apprentice, removing the need for apprentices to adhere to set times and wait in a queue alongside other apprentices
- Ensuring technical guidance remains current in line with software updates from Google
- Direct instructions in Live Assessment invite notifications providing guidance on how to test the compatibility of Google Meet on demand

Due to a combination of improvements to Google's own guidance and self-testing tools, plus the introduction of improvements to our Live Assessment service, **as of 01/08/25 CMI will cease running the Test Calls on Tuesdays and Wednesdays as a means of testing Google Meet functionality ahead of Live Assessments.**

In place of Test Calls to support the apprentice's preparation CMI will:

- Provide individual support at the beginning of every Live Assessment meeting; CMI's assessors will support apprentices for up to 5 minutes, to ensure that they can share their screen and present in line with the requirements of the standard.
- Include in the apprentice Live Assessment confirmation notification links to Google's support services as follows:
 - Instructions to test Google Meet in advance are available [here](#).
 - The [Google Meet cheat sheet](#) offers step-by-step guidance on using the platform.
 - The [presentation guidance](#) helps apprentices prepare for presenting during the assessment.

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- Please note: These links will also be provided in the End-Point Assessment Handbook for Training Providers and Apprentices

CMI recommends that apprentices test their Google Meet link, including permissions for cameras and microphones, in advance of their Live Assessment. The Google Meet link is included in the Live Assessment confirmation notification and available on the apprentice's CMI Assess landing page.

If you have any questions or issues following this change, please do not hesitate to contact us at epa@managers.org.uk.