

End-point assessment (EPA) one year on

Lessons Learnt



Winning customers

- It's not about signing up as many organisations as possible.
- It's about working in partnership with the right organisations to support successful outcomes.



Developing products

- It's not about developing EPA for as many standards as possible.
- It's about identifying market position and doing the right things well.



Understanding customers

- Systems and Market Intelligence are key.
- Greater visibility means better proactive support and capacity planning.



Delivering EPA

- Focus should be on continuity and consistency as well as commitment to the right people.

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