

TRUST, MUTUAL RESPECT, AND A SHARED COMMITMENT TO EXCELLENCE



BACKGROUND

The partnership between Davies and DSW dates back to 2018. Over the years, this collaboration has flourished, with DSW playing a pivotal role in supporting Davies' growth and ensuring that employer needs are met.

As Davies continued to expand its new and returning employer partners, the primary requirement was to ensure that the growing number of apprentices received high quality and supportive programmes, along with timely and effective EPA services. The key requirements included:

- **Scalability:** The ability to handle a large volume of apprentices without compromising on service quality.
- **Flexibility:** Adapting to the unique needs of each apprentice and the specific requirements of Davies.
- **Consistency:** Maintaining a high standard of service and outcomes across all assessments

“Our strategic partnership with DSW has been instrumental in our growth and success. Since 2018, DSW has consistently delivered high-quality end-point assessments, supporting our expanding volume of apprentices with exceptional service. Their ability to scale operations, maintain flexibility, and ensure consistent outcomes has been crucial in meeting our needs and those of our employer partners. The collaboration has been built on trust, mutual respect, and a shared commitment to excellence, resulting in positive feedback from apprentices and stakeholders alike.”

Craig Potter, Senior Partner

SOLUTION

DSW scaled their EPA operations to meet the increased demand efficiently. They implemented robust IQA processes and leveraged assessment technology to manage the increased volume of apprentices that Davies and employers required. Key aspects of the solution included:

- **Enhanced Infrastructure:** DSW invested in expanding their use of administrative platform epaPRO to meet the growing volumes.
- **Skilled Assessors:** They onboarded additional skilled assessors to ensure timely and accurate assessments for apprentices.
- **Technology Integration:** Utilised advanced technology platforms to streamline the assessment process and provide results in their 5-day SLA.

DSW's solution also emphasised strong account management, close collaboration, open dialogue, and good communication. Their efficient systems, such as epaPRO, enabled them to scale their operations without any loss or disruption to service. The epaPRO system provided real-time tracking and updates, ensuring that all stakeholders were informed and engaged throughout the assessment process.

OUTCOMES

- **Increased Efficiency:** DSW's ability to scale operations ensured that all apprentices received timely assessments without delays.
- **High-Quality Assessments:** Despite the increased volume, the quality of assessments remained consistently high, meeting all regulatory standards.
- **Positive Feedback:** Apprentices and stakeholders provided positive feedback on the seamless assessment process and the support received.

The strong account management and close collaboration between Davies and DSW played a crucial role in achieving these outcomes. Open dialogue and good communication ensured that any issues were promptly addressed, and continuous improvements were made. The efficient systems implemented by DSW, provided transparency and real-time updates, further enhancing the overall experience for apprentices and stakeholders.

