

INCREASED CAPACITY AND FLEXIBILITY WITH DSW



BACKGROUND

As a leading provider of Management, Leadership, and Coaching apprenticeships, Dove Nest Group is committed to supporting apprentices and their employers across various sectors.

Recently, a cohort of Dove Nest's Level 7 Senior Leader apprentices approached their end-point assessment (EPA), with all needing to complete the process within a set timeframe.

THE CHALLENGE

Dove Nest faced a significant challenge: its current EPAO could not meet the scheduling needs of the apprentices while ensuring completion within the required timeframe.

The issue was compounded by the demand for assessments peaking across the sector during this period, making it difficult to secure the necessary resources and schedules.



WHAT WE DID

DSW provided specialised training for Dove Nest's coaches to enhance their support during the assessment process, ensuring a smooth transition. To ensure availability, DSW ring-fenced dedicated assessors for the cohort and worked closely with Dove Nest to agree on a specific assessment schedule.

Additionally, by assigning a named operations contact, we were readily available to adapt to any scheduling changes and respond promptly to queries as they arose. This close support allowed Dove Nest to manage their cohort's assessments effectively, even as demands fluctuated.



THE RESULTS

The partnership with DSW delivered outstanding results for Dove Nest's Level 7 Senior Leader cohort, achieving several key outcomes:

- 100% First-Time Pass Rate: Every apprentice passed their assessment on the first attempt, reflecting the effectiveness of the training and support provided.
- 100% On-Schedule Completion: All apprentices completed their assessments within the required timeframe, ensuring timely progression to their qualifications.
- Apprentice Feedback: Positive feedback was received across the board including:
 - DSW's Apprentice Toolkit – Excellent
 - Mock Exams – Excellent
 - Did the end point assessor put you at ease? - Yes

This collaboration underscored the benefits of working with an adaptable EPAO, delivering both high performance and satisfaction across the cohort.