

ACCELERATING SUCCESS THROUGH STREAMLINED EPA PROCESSES



BACKGROUND

Potential Realised specialises in delivering high-quality apprenticeship programs across Human Resources and Leadership and Management.

They sought a partnership with an End-Point Assessment Organisation (EPAO) for the L7 Senior People Professional standard that could provide an efficient EPA process while maintaining high standards of assessment quality.



WHAT WE DID

We collaborated with Potential Realised to align our processes and requirements to ensure the EPA journey is quick, simple and streamlined for all parties.

We appointed a dedicated Account Manager and operations contact, to provide same day responses and personalised support to resolve any issues promptly.

Market leading SLAs and flexible scheduling matched apprentices' availability, resulting in a quick turnaround between gateway and certification.



THE RESULTS

The collaboration and EPA journey resulted in the apprentices being exceptionally well-prepared with high satisfaction and achievement rates, highlighting the significant impact that an effective and efficient EPA process can have on the overall success of an apprenticeship program:

- 100% of gateway requests processed within 24 hours
- 100% of assessors made contact within 48 hours of gateway
- 100% of results provided within five working days of the assessment taking place
- 100% of apprentices achieved first time success

“The initial planning meetings have been extremely helpful and have helped to put our apprentices at ease. All of our apprentices have enjoyed the DSW assessment process, it has been focused, detailed and rigorous. It has allowed them to demonstrate their professional competence and specifically showcase their knowledge, skill and experience.

DSW have been supportive to us as a training provider, giving information and insights to any questions that the team have raised.”

**Lynn Manir-Jolley
CEO**

