



end-point assessment and so much more



Case Study

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Background

BePro is a private Training Provider specialising in HR, Management, Coaching, Administration and L&D apprenticeships across academic Levels 3 -7. Its highly bespoke approach provides apprentices with unlimited support and 24-hour access to additional online resources. The Company aims to develop talent to become future professionals by providing high quality, blended learning, teaching, and assessment designed and facilitated by industry expert trainers educated to Masters' level.



Paula Matthews
Head of Operations

"DSW exceeds our expectations in all aspects. It has been clear from the outset that DSW strives to ensure our Apprentices have a positive EPA experience and ensure that the process is seamless.

Having an organisation that you can truly rely upon eases the pressure for us at EPA, as we know that our Apprentices are in capable hands. We enjoy working with DSW and look forward to continuing our partnership".



Client Requirements

BePro had historically experienced significant delays in the availability of Assessors to undertake EPA activities post Gateway notification, resulting in extended on-programme support being required and untimely completions for the apprentices involved. They researched the market to seek an EPAO partner who could guarantee timely delivery of EPA activities, across its entire range of Standards, with a supportive, high-quality approach that was geared towards speedy completion of the apprenticeship learning journey.

Solution

Listening carefully to understand their previous problems we presented our proposed solutions to partner with them in January 2020. Chief amongst the motivation to partner with DSW was the recognition and value attached to our unique method of Assessor allocation which guarantees the availability of an Assessor to schedule and undertake all EPA activities once Gateway is notified. We incorporated specific service level agreements (SLA's) to working in partnership; measures used to evaluate the quality of services delivered and facilitate continuous improvement initiatives.

Apprentices in capable hands

Outcomes

- ☑ A genuine partnership approach driven by authentic collaboration
- ☑ Bespoke service to meet organisational needs and exceed expectations
- ☑ Proactive approach to ensuring Assessor availability
- ☑ 100% timely completion of EPA activities across all Standards
- ☑ Increased capacity to on-board new learners