



end-point assessment and so much more



# Case Study

Contact Us



## Background

The Organisational Development team at Folkestone & Hythe District Council (F&HDC) offer their learning and development expertise to other organisations in Kent and beyond. The team are experts in leadership and management development and are an Employer Training Provider of apprenticeships.

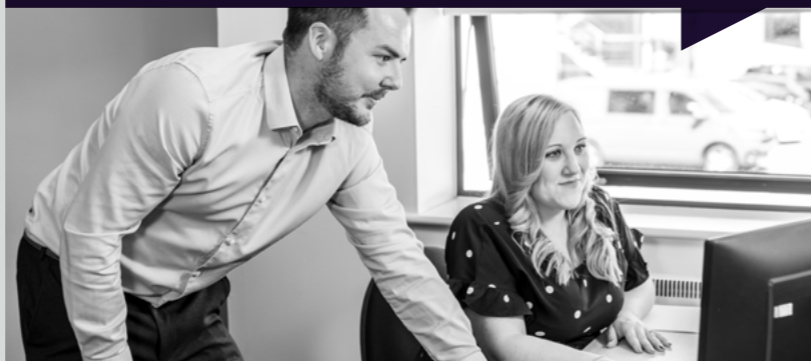


**Jenny Wright**  
Organisational Development & Engagement Specialist

**"Just sending thanks for a brilliant service once again from DSW.**

**Hayley Morgan has been incredibly efficient, finding an Assessor for us within minutes and all Assessors have been very obliging and a pleasure to deal with. Also, in recent weeks, Chelsey Cottrill and other colleagues have gone out of their way to respond to our questions.**

**DSW always provide top customer service, personable and flexible. We remain happy customers."**



## Client Requirements

Requiring a bespoke and collaborative approach to EPA, F&HDC tested the market through a pilot approach to work with an inaugural cohort of learners in 2019. This experience helped inform their specific requirements of collaborating with an EPAO partner and formed the basis of a competitive tender issued in 2020.

## Solution

DSW were privileged to provide the EPA service to the pilot cohort and were subsequently successful in the competitive tender. We welcomed the opportunity to demonstrate our partnership ethos and way of working. Our motivation was and remains the delivery of an efficient EPA service that makes it easy for F&HDC to access support as and when needed. This approach has included the development of a bespoke process of mapping EPA to suit the needs of the learners, trainers and skills coaches involved.

## Quick to act and easy to work with

## Outcomes

- Working together to EPA over 100 apprentices
- Exemplary first-time pass rates
- Bespoke service to meet specific organisational needs
- Expansion of EPA support covering additional Standards
- Collaborating on other projects within the Council