



end-point assessment and so much more



2022

Apprenticeship Training Provider Survey Results



End-Point Assessment

“ Reassurance, guidance and support during a phase that can be stressful and demanding for learners - our learners report a good experience during EPA. ”

About our 2022 ATP Survey

At DSW we're led by our values and driven by a passion to deliver an excellent service to all our clients and stakeholders.

Every year we survey each of our ATP clients who have had apprentices complete End Point Assessment with us. We use this information to discover what's important to our clients, how we measure up and identify how we can be even better.

Over the next two pages we are pleased to present what clients fed back in 2022.

Behaviours

At DSW we believe that our way of working is what differentiates us from our competitors. We're delighted that our client feedback in 2022 confirmed that as we grew, we continued to support our clients while maintaining our way of working.

We asked our clients to rate our performance against several behaviours and we were pleased to score a minimum of 92% against each one.



Helpfulness



Easy to work with



Honesty & Integrity



Professional



Reliability



Authenticity



Solution-focused



Flexibility



Knowledgeable



The Service

We asked our clients which aspects of our service were most important to them and how we performed against these.

On average, our team scored 4.4 out of 5 across each of the 10 service areas. In the areas which identified as most important by our clients we scored 92%.

“ The support from the toolkits are invaluable. The value for money is brilliant given the level of service. ”

“ We value DSW’s service as it is bespoke to our needs with their approachability to answer any questions and queries we have. Sharing updates and keeping us in the loop of any standard changes that are in the pipeline. ”





Contact Us



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