

ATP Survey 2023

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.

We believe that our way of working is what differentiates us from our competitors. We're delighted that our client feedback in 2023 confirmed that as we grew, we continued to support our clients while maintaining our way of working.



Service

On average, our team scored 4.6 out of 5 across each of the 10 service areas. In the areas which identified as most important by our clients we scored 92%.

Response Times



EPA Booking Process



Toolkits



Subject Matter Expertise of DSW Assessors



EPA Pro Administration Portal



Turnaround of Results



Operations / Support Team



Account Management



EPA Webinars

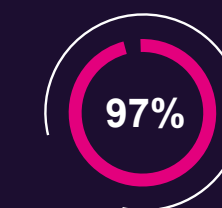


Management Information

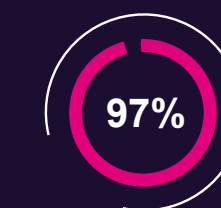


Behaviours

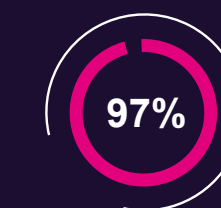
We asked our clients to rate our performance against several behaviours and we were pleased to score a minimum of 93% against each one.



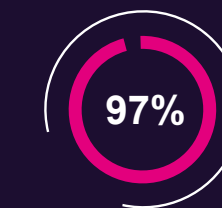
Honesty & Integrity



Solution-Focused



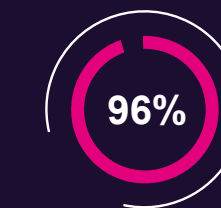
Easy to Work With



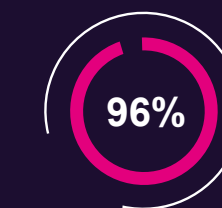
Knowledgeable



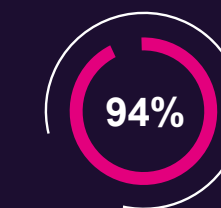
Reliability



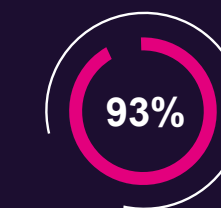
Helpfulness



Authenticity




Professional



Credibility

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Feedback

“ Really value the relationship we have with you all, and how helpful you are to be proactive and when things don't go to plan, reactive to get things put right. Thank you. ”

“ We really enjoy working with the DSW assessors, who are charming, good at what they do and help put learners at ease. ”

“ A dedicated team of people who I can rely upon with any queries / issues. ”

“ Honest and helpfulness of members, nothing is ever to much trouble. ”