

EPAO Comparison Table

We've created our own comparison table below to demonstrate NCFE's end-point assessment (EPA) offer, allowing providers and employers to see at a glance the service that we provide.

| EPAO comparison grid questions | NCFE feedback |
|---|---|
| Ease of switching Named contact | <ol style="list-style-type: none"> 1. Switching process and toolkit in place to support customers. 2. Named contact within the relationship team to work in partnership with the customer to provide support throughout the EPA journey. 3. Full onboarding, training and support plan in place to support with welcome and introductions, system training and standard specific walkthrough sessions. 4. Partial transfer process in place to support apprentices with moving to an EPAO partway through their EPA journey. 5. Independent End-Point Assessment (IEPA) team is employed by NCFE; named IEPA contact allocated for the full EPA journey. |
| Specialist EPAO Reputation Ofqual recognised | <ol style="list-style-type: none"> 1. Specialise in Health, Care, Education and Business. 2. Registered charity and great reputation within the sector and for EPAO services. 3. Ofqual recognised and approved. |
| Ease of communication Customer service Technical support | <ol style="list-style-type: none"> 1. All queries are responded to within 48 hours and a named contact is allocated from the Relationship Management team to support with the EPA journey. Direct dials are also provided. 2. Customer-focused and support available across multiple levels, telephone, emails, webchat, drop in clinics, online webinars with live Q&A. 3. Technical support is available through our Customer Service and Relationship Management team. Guidance documents for the apprentice, ITP and employer are also available to help support when preparing for assessments and resolving technical issues. |
| EPA resources and guidance Sample/mock assessments | <ol style="list-style-type: none"> 1. Resources, guidance, added value sample assessments and templates are in place to support with the preparation of EPA. The support materials cover the end-to-end EPA journey, for example: registration, EPA preparation, mock assessments, Gateway and EPA assessments. Standard-specific walkthrough webinars and guidance materials are available across all standards via our NCFE Customer Resource Library. |
| Registration system (ease of use or any integration required?) Apprentice upload of evidence (easy?) Employer requirements - venue | <ol style="list-style-type: none"> 1. No integration required - web-based management system available. 2. Apprentice is not required to access the management system. 3. Requirements for employer environments are in place and available within our guidance materials. |
| Application for reasonable adjustments (flexibility) Appeals process Complaint handling Handling of re-sits | <ol style="list-style-type: none"> 1. Special considerations and reasonable adjustments can be requested via our online EPA management system. 2. All policies in place to support special considerations, reasonable adjustments, appeals, complaints and re-sit/re-takes. All policies and guidance are available via the NCFE Customer Resources Library. |
| Provision of feedback post-EPA Support with action plan for retake | <ol style="list-style-type: none"> 1. Feedback in place for all assessments and is provided within 5 working days of each assessment. An overall summative feedback document is shared with the apprentice, ITP and employer following the completion of EPA. This provides feedback on all assessments and information on where the apprentice met, exceeded and far exceeded the KSBs. 2. Fail feedback is provided to the apprentice. The feedback concentrates on the areas where the apprentice has not met the KSBs. This feedback can be used to support the apprentice to prepare for a re-sit/re-take. |

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