

# End-point assessment (EPA) one year on

## Lessons Learnt



### Winning customers

- It's not about signing up as many organisations as possible.
- It's about working in partnership with the right organisations to support successful outcomes.



### Developing products

- It's not about developing EPA for as many standards as possible.
- It's about identifying market position and doing the right things well.



### Understanding customers

- Systems and Market Intelligence are key.
- Greater visibility means better proactive support and capacity planning.



### Delivering EPA

- Focus should be on continuity and consistency as well as commitment to the right people.

**Get in touch to find out more.**

**Visit:** [www.ncfe.org.uk/epa](http://www.ncfe.org.uk/epa) **Call:** 0191 240 8950 **Email:** [epa@ncfe.org.uk](mailto:epa@ncfe.org.uk)