











Customer services standard AAO	Star rating out of 5	Mystery shopping experience	EPA price per apprentice
City & Guilds		Basic information clearly accessible on website, a guidance pack is available for centres on how to prepare apprentices for EPA, able to speak to a member of staff over the phone for details after two attempts, subsequently received email with clear and detailed factsheet on the apprenticeship standard and EPA, service will be available from July.	£580 - £100 per apprentice for EPA registration which releases on-programme materials and £480 at EPA reservation (fixed price)
Pearson Education Ltd		Basic information clearly accessible from website, offer an EPA toolkit. Service available from September. Very difficult to get through to someone who could answer questions about EPA over the phone, on hold for 10 mins, passed around to others who were unable to deal with enquiry. Left details but enquiry was not followed up. Information gathered from press office instead. Pearson said: "We are very grateful to FE Week for highlighting their experience to us and disappointed that on this occasion the quality and speed of our customer service was not to the high standard we attempt to ensure."	From £550
Innovate Awarding Ltd		Website has a full page on background information about EPA, including videos and FAQs via a link on the homepage. Relevant member of the team was out when first called, but they called back promptly to discuss. Provided full EPA proposal via email with link to a webinar with further details. Able to allocate an individual assessor to each customer. Information about individual standards not found on website.	£450 per learner but could negotiate if there's more than one learner with an employer (Website lists various factors considered in price, including location)
NCFE		Website has a clearly marked section for end-point assessment with detailed information. Offers contact details for an "EPA team". Prices for differed standards declared online. Ready now. Offering pre-programme guidance, and support material for learners at 'mock assessment' stages. Has live cohorts of learners on the standard now. No response on EPA team phone number. Reception said a call back would be arranged in 24-48 hours. Called back next day to follow up and repeat request was noted but still no one to talk to. Information eventually gathered from press office.	£400
Active IQ		Some information on the website but quite general. Email address for requesting more info. Called Friday and was told the person I needed to speak to was out and wouldn't be back in until Tuesday. Called on Tuesday and spoke to someone who was helpful. Had the basic information and offered to arrange for a specialist to come and visit. New to EPA so details are still being finalised. Would aim to provide learning documents for EPA from the beginning.	Customer Service Practitioner - £400 Included in this price: - Apprentice End-point Assessment toolkit - Employer/Provider toolkit - Qualified experienced assessment team
BIIAB		EPA not mentioned on website home page. Found some brief details under trailblazer apprenticeships tab. Relevant person was not in the office when I called, but received a call back within 24 hours. Was told BIIAB prefer to arrange a face to face meeting to discuss full details, rather than over the phone. After mystery shopping was revealed, received following quote from Gareth Phillips, commercial director, BIIAB: "A lot of the things we are doing at this time are commercially confidential. We only do work based learning and we will discuss the delivery and Quality Assurance of Standards and EPA processes holistically. We are very happy to meet and share our approach with our Providers and Employers and to go through all the details including pricing. Currently, we've probably done more than anybody else. We truly understand this and at the moment we are creating resources for our providers and employers. We have several hundred centres out there so we are trying to support them directly through these very difficult early days."	Undisclosed
Highfield		Good experience on website - EPA is one of main options to click on for home page. Useful video explaining the EPA service available. Details of purpose built IT system developed to schedule EPAs. Description of how EPA works and list of standards. Able to speak with someone easily via calling the switchboard. Very well informed and helpful. Lots of detail clearly explained. Emailed over a thorough textbook of information on meeting regulations and legislation for the standard, a trailblazer specification and a detailed pitch for EPA services. Will provide a customised plan (including pricing) for each customer based on their individual needs.	£365 per apprentice. Price is based on "the employer/training provider providing a suitable venue/room for assessment". Can group learners for EPA which may bring down the cost per learner.
iCQ		Some general information available on the website. Able to speak with someone easily and promptly over the phone. iCQ provide a flexible, browser-based system for recording learner's progress. Also developed a web video tool to conduct remote professional discussions, which could potentially be used for practical observations. iCQ added to the Register of Approved Assessment Organisations in past two weeks. Information sheets are being developed for each of the end-point assessments and will be available in the next week.	Cost - £400 per apprentice
NOCN		Some information on website under different headings. List of standards available. Could not speak to someone directly over the phone but received a call back within 24 hours. Very well informed and helpful. Flexible about when and where for EPA, though practical observation will be in workplace. Aim to get involved early in the process, while maintaining independence. Provide a handbook to clarify information for provider/employer. Detailed, informative brochure sent over via email promptly. Phone number shared for direct calls if follow up needed.	£588 per apprentice - Possibility for negotiation with large cohorts or more apprentices that can be assessed in a single day. Prices broken down into component parts of the EPA - if test is failed there is a resit charge, but only for specific part that was failed (not whole amount).
SkillsFirst		Very easy to find information on website, clear details. Linked to gov.uk website. List of standards available. Unable to speak to relevant member of staff on first call, but he was available on second call and was helpful. EPA can be booked online when ready and an assessor will be allocated. Independent assessor will also visit the apprentice in their workplace to conduct the observation and professional discussion. Offered the opportunity to attend a briefing on July 5 at the SkillsFirst head office in Birmingham to learn more (free of charge).	Information on cost will not be available until the end of next week - in the process of being confirmed.