

5 REASONS TO SWITCH

your end-point assessment (EPA)
to City & Guilds and ILM



1.

Capability, capacity and scale

Your apprentices are in safe hands with us. We've overseen over 80,000 EPAs across multiple standards with a 90% pass rate and will support you to help them pass first time.

2.

We are the market leader in EPA

We've delivered the highest number of Ofqual-regulated apprenticeship assessments according to official statistics published by the regulator*.

3.

Flexible service, tailored to your needs

Over 90% of preferred booking dates are secured for apprentices with almost 100% of preferred booking dates secured using our pre-gateway service.

4.

Unrivalled assessment preparation resources

From planning documents to mocks to digital support, we offer a wealth of resources to ensure your apprentices have the right tools in the run up to their assessment.

5.

Specialist EPA and technical support teams

Our dedicated teams are on hand with expert advice and guidance to help secure apprenticeship success from start to finish.

"Working alongside City & Guilds has proved invaluable to the L&D team, as well as our apprentices. We have received a fantastic service from City & Guilds."

Oliver Rial
Technical Training Specialist
Swift Group Ltd

*City & Guilds accounted for 13.1% of total completed end-point assessments in 2023 and 2024.

How to switch?

To register your interest in working with us as your end-point assessment organisation (EPAO), fill in our short [EPA call back form](#) and our team will be in touch to walk you through the process.

Speak to our teams on
0192 4930 800

End to end support

Our dedicated teams and learning resources are available to help you proactively prepare for EPA at every stage of the journey.

Unrivalled teaching and learning resources

Our on-programme and EPA resources are mapped to the knowledge, skills and behaviours for each standard to equip you and your apprentices for success. With us, you'll have:



Unrivalled teaching and learning resources



Access to our online service delivery platform EPA Pro and digital e-portfolio solution Learning Assistant



EPA handbooks detailing everything you need to know about the standards



Training manuals with practical exercises to help apprentices prepare for EPA



Tutor resources and guides, including practice tests and exemplar materials



Lead Independent End-Point Assessment (LIEPA) reports



Dedicated online support hub



Regular update webinars with live Q&A.

A personal approach – our EPA and sector specialists are here to help

We have a dedicated technical advisor for each sector, whose role is exclusively to offer industry and education expertise. In addition, our Partnership Managers support customers with the EPA process and provide guidance to ensure a smooth journey.

High-quality experienced assessors

Our assessors undergo rigorous vetting and training, and are closely supported and monitored by a Lead Assessor and Associate Manager.

Meaningful feedback for all grade outcomes

Our assessors provide structured feedback for all grade outcomes including those who have passed. Feedback provides valid and reliable information that you and your apprentices need to enable continuous improvement.

Special considerations and reasonable adjustments

All our policies support special considerations, reasonable adjustments, appeals, complaints, and re-sits / re-takes and are available on the City & Guilds website.

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