

# Emergency Contact Handler End-Point Assessment

The broad purpose of the occupation is to be the first point of contact for requests for assistance from members of the public and other organisations, who are in emergency and non-emergency situations. Typical organisations are Ambulance, Fire, Police, the NHS, National Highways, and the Maritime and Coastguard Agency.

## Towards End-Point Assessment

### On-Programme Training

Minimum on-programme duration as stated in the standard. In all cases this will be no less than 366 days but may be longer. Training off and on the job.

### Gateway requirements:

Level 2 English and maths

Portfolio of evidence

## End-Point Assessment Methods

1

### Observation of live contacts and pre- recorded contacts with questions

#### Component 1:

75-minute observation carried out in the workplace with questions.

#### Component 2:

Submission of 5 pre-recorded calls collected after gateway with 15 minutes of questions

2

### Professional Discussion

75 minutes underpinned by portfolio of evidence.  
Onsite or remote



Maximum Government  
Funding



Equivalent  
qualification level



Typical programme  
duration

SFJ Awards

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SFJ  
AWARDS

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## Our End-Point Assessment Service

At SFJ Awards we pride ourselves on being customer and apprentice focused. This collaborative approach, combined with our sector expertise and assessment experience, ensures that employers and training providers are fully supported throughout the End-Point Assessment process by a dedicated End-Point Assessment services team.

Our offer includes:



A dedicated EPA contact at SFJ Awards who will support the end-to-end process from registration through to certification.



Ongoing guidance pre-EPA which includes unlimited support sessions and guidance materials for relevant staff delivered by SFJ Awards assessment and subject matter experts and including an onsite visit.



Guidance materials including mock tests, practice tasks and document templates and access to an e-portal which enables you to track your apprentices through the process.



Assessment and grading decisions carried out by independent assessors who are occupationally competent and experienced in EPA.

EPA Fee:	£960 per apprentice
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For more information visit <https://www.instituteforapprenticeships.org/apprenticeship-standards/emergency-contact-handler-v1-1> or call SFJ Awards