

End-Point Assessment

Emergency Service Contact Handling

A Contact Handler will normally work for a "blue light" organisation, for example, a Fire or Ambulance Service, Police or an NHS Integrated Urgent Care organisation. The role of the Contact Handler is to communicate through a variety of methods, responding to requests for specialist professional assistance from members of the public, colleagues, and employees from other organisations. The ability to ascertain their needs, provide reassurance, advice, and decide and take the appropriate course of action is vital. A Contact Handler has to act calmly and efficiently under pressure, ensuring computer systems are accurately updated. Typically working shifts, including nights, weekends and bank holidays providing a 24-hour service, 365 days a year. A minimum age of 18 may be an employer requirement.



Typical government funding band



Equivalent qualification level



Typical programme duration

The Apprenticeship Journey

On-Programme Training

The on-programme training is the learning phase for the apprentice to pick up the skills, knowledge and behaviours set in the standard. During the on-programme training the apprentice will need to:

- Achieve a Level 2 English and maths qualification (if not already achieved)
- Complete on and off the job learning and assessments i.e. bespoke IT examinations

Gateway Requirements

Judgement of whether the apprentice is ready for the EPA is taken by the employer (with guidance from the Apprentice and Training Provider). Apprentices should not be put forward for EPA until they are ready and have achieved the following:

- A pass in all mandatory qualifications
- Completion of all training leading to occupational competency

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End-Point Assessment methods

The Emergency Service Contact Handling EPA has 2 methods of assessment: observation of live and pre-recorded contacts and a professional discussion. After passing gateway the Apprentice has 3 months to collate 5 recent examples of managing contacts which will be accessible for the independent assessor (IA) to listen to and will provide evidence to support the demonstration of specific behaviours.

SFJ Awards will ensure the appropriate allocation of the IA is made and our internal quality assurance team will ensure consistent quality of assessment.

Observation of live and pre-recorded contacts

As verbal communication is a key component of the role, the IA will observe you performing your role in a 2.5–3 hour observation. Live observation gives you the opportunity to demonstrate your broad range of skills and behaviours.

As you may not have the opportunity to show all the diverse situations you experience, 5 pre-recorded contacts which have been completed after gateway can be submitted for assessment on the day.

Professional Discussion

A structured and in-depth professional discussion designed to focus and understand specific examples of your performance and behaviours.

Your answers about sector specific information and about your organisations policies and procedures will need to be verified by an occupationally competent employee from your organisation.

It is expected that this professional discussion will last between 1.5-2hrs.

Our Offer

At SFJ Awards we pride ourselves on being customer focused, and this combined with our sector expertise and assessment experience, ensures that employers and training providers are fully supported through the End-Point Assessment process.

For each apprenticeship, standard materials will be available to all employers and training providers who have a contract with us to deliver End-Point Assessment. These include handbooks, guides, document templates, and where applicable, mock assessments and practice tests. Our online portal makes registering, tracking and booking assessments simple.

At SFJ Awards our ethos is to provide a high quality service at a fair price.

SFJ Awards

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