

Emergency Service Contact Handling End-Point Assessment

The purpose of this occupation is to respond to specialist requests from members of the public (service users) – these could be from 999 or 111 calls, online or text messages. A contact handler will normally work for a “blue light” organisation, for example, police, fire, ambulance, coastguard or in healthcare.

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



Maximum Government
Funding



Equivalent
qualification level



Typical programme
duration

End-Point Assessment Methods

1

Practical Observation

60 – 165 minutes on site
Plus, submission of 5 pre-recorded calls collected after
gateway

2

Professional Discussion

80 – 100 minutes
Onsite or remote
Based on knowledge and portfolio of evidence
(behaviours)

SFJ Awards

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The logo for SFJ Awards, featuring a crown above the letters 'SFJ' and the word 'AWARDS' below it.

SFJ
AWARDS

Emergency Service Contact Handling End-Point Assessment

Our End-Point Assessment Service

At SFJ Awards we pride ourselves on being customer and apprentice focused. This 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.

For more information visit <https://www.instituteforapprenticeships.org/apprenticeship-standards/emergency-service-contact-handling-v1-0> or call SFJ Awards