



## **Apprentice Feedback on their End-Point Assessment Experience with PAL**

National Apprenticeship Week 2025 is a time to celebrate the achievements of apprentices and the positive impact of apprenticeship programmes. This article reviews the feedback from apprentices who completed their End-Point Assessment (EPA) for Business and Administration standards with Professional Assessment Ltd. (PAL). The feedback provides valuable insights into the apprentices' experiences, highlighting areas of satisfaction and opportunities for improvement.

### **Overall Satisfaction**

Most apprentices expressed high levels of satisfaction with their EPA experience. Many rated their overall experience as "very satisfied," indicating that PAL effectively supported them throughout the assessment process. Apprentices appreciated the clarity of information provided, the professionalism of their independent assessors, and the responsiveness of PAL to their queries.

### **Key Positive Aspects**

1. **Professionalism and Support of PAL Assessors:** Apprentices frequently mentioned how their PAL assessor made them feel comfortable and at ease, which was particularly important for those who were nervous about the assessment process. PAL assessors were praised for their clear communication, patience, and ability to explain the process thoroughly.
2. **Clarity of Information:** Apprentices valued the clear and concise information provided by PAL. They were satisfied with the assessment planning process. They felt that the planning meetings were well-organised and provided a clear roadmap for the assessments. Other information provided included guidance on what to expect during EPA, the methods of assessment, the grading criteria, and the overall assessment process. Clear instructions helped apprentices feel more prepared and confident.

3. **Responsiveness and Support:** The responsiveness of PAL in addressing apprentices' questions and concerns was highly appreciated. Apprentices felt supported and reassured by the timely and helpful responses they received.
4. **Positive Assessment Experience:** Many apprentices highlighted the positive nature of their assessment experience. They felt that the assessments were fair and valid, and provided the opportunity to demonstrate their knowledge, skills, and behaviours.

### Areas for Improvement

1. **Technology Issues:** A few apprentices encountered technical difficulties before and during their end-point assessment, such as issues with video conferencing platforms.

**We've listened:** At PAL we provide technical support to apprentices to enable their use of our platforms during EPA. We work to overcome technical challenges so that apprentice's remote assessments and access to resources are successful.

2. **Communication and Co-ordination:** There were instances where apprentices felt that communication between their providers and PAL could have been improved, for example, for a reasonable adjustment request.

**We've listened:** PAL has worked with our providers to improve the sharing of information that supports the apprentice through their EPA.

National Apprenticeship Week 2025 is an opportunity to celebrate these positive experiences and continue to improve the support available to apprentices. By listening to apprentice feedback and making necessary adjustments, we can ensure that the EPA process remains a valuable and rewarding experience for all participants.

