

Transforming Apprenticeship Assessment Through *Partnership*



The collaboration between Lighthouse (Training & Development) Limited and NQual focuses on excellence in End-Point Assessment (EPA). Focused on Coaching Professional Level 5 and Customer Service Specialist Level 3 apprenticeships, with growing registrations in Learning and Skills Mentor Level 4, this partnership has given a positive assessment experience for both apprentices and employer.

Built on Quality and Credibility

Lighthouse is an established training provider, where "apprentices receive high-quality training and support", Ofsted 2022. NQual, an internationally recognised Awarding Organisation, specialises in rigorous EPAs that uphold industry standards. Together, we work to achieve an assessment process that is seamless, efficient, and designed to drive apprentice success.

Exceptional Outcomes



High Pass and Distinction rates achieved by Lighthouse apprentices, as of 18/03/2025.

Seamless & Efficient EPA Process

One of the key advantages of this partnership is the efficiency of the booking and Gateway confirmation process. On average, bookings and Gateways are confirmed within just 3 hours and 57 minutes, thanks to:



A structured and streamlined booking system.



A highly qualified network of assessors.



Effective communication with apprentices, training providers, and employers.

This efficiency reduces delays, ensuring apprentices move smoothly through their assessments.

Jane Lyons,
Head of EPA, NQual

NQual work in collaboration with Lighthouse Group to maximise the use of EPA preparation resources and to ensure that there is clarity on the EPA process for tutors and apprentices, from the beginning of programme through to receiving results.

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Technology Enabled Success!

A standout Feature of the process is the 'Tech Check', which guarantees a smooth assessment experience by:

- Ensuring internet connectivity and video conferencing functionality.
- Providing apprentices with the necessary digital tools and resources.
- Troubleshooting technical issues before assessments begin.
- Offering guidance on navigating the assessment platform.
- This proactive approach prevents last-minute disruptions, allowing apprentices to focus on showcasing their skills.

Apprentice, Feedback

The EPA process was straight Forward. The assessors were professional and put me at ease, which made all the difference.

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Julie Neal, Tutor, Lighthouse Group

Lighthouse absolutely values the partnership with the esteemed Awarding Organisation, NQual. Their commitment to excellence in supporting our Apprenticeship programs—Coaching Professional, Customer Service Specialist, and Learning Skills Mentor—is exceptional.

NQual's communication is consistently outstanding, with swift, thoughtful responses that prioritise clarity and user-friendliness. This level of dedication not only enhances our operations but, most importantly, empowers our learners with the best possible opportunities to excel and reach their full potential.

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Striving For Satisfaction

The effectiveness of this partnership is reflected in high levels of satisfaction among both apprentices and employers. Key contributors to this success include:

- Clear and structured communication throughout the assessment journey.
- Transparent, supportive Gateway and EPA processes.
- A reliable, expert network of assessors who ensure fair and thorough evaluations.

Empowering Future Mentors

With increasing registrations for the Learning and Skills Mentor Level 4 standard, Lighthouse continues to expand its impact. This apprenticeship plays a crucial role in preparing future mentors by equipping them with essential skills and valuable career development opportunities.

