

Notification:

Financial services customer adviser

Dear Colleague,

Following our recent communication regarding **Level 2 Financial services customer adviser** apprenticeship standard, NOCN Group would like to update Training Providers on a small change related to the withdrawal of End-Point Assessment (EPA) services for this standard.

After reviewing the withdrawal plan and to align with Ofqual requirements, NOCN has applied an updated Operational End Date of 31 January 2025 and a Certification End Date of 31 July 2025. As a result, new bookings for the End-Point Assessment for this standard have now closed.

If you have apprentices that are expected to be on programme beyond the Operational End Date, please call our EPA Operations Team.

- Rubric will be updated to reflect these changes.

If you have any questions, please contact a customer coordinator on:

0300 999 1177 (select option 1, then 3)

Kind regards,

NOCN