

Notification:

Senior financial services customer adviser

Dear Colleague,

Following our recent communication regarding **Level 3 Senior financial services customer adviser V1.1** 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 a Certification End Date of 31 July 2026. As a result, new bookings for the End-Point Assessment for this standard have now closed.

- 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