



A2A Qualifications

Turning Aspiration to Achievement

Ofqual regulated awarding organisation

Your End Point Assessment

What to expect, step by step

Mortgage Adviser • Level 3 • ST0182

Your specific dates, meeting links and contact details will be sent to you by email.

What is the End Point Assessment?

The final stage of your apprenticeship

EPA is how an independent assessor confirms that you are competent in the role of Mortgage Adviser. It forms 100% of your apprenticeship grade.

Your EPA is made up of two assessment methods. You must pass both.



1. Video Recorded Role Play

- You receive a customer scenario by email.
- You have 5 working days to record and submit your video.
- The client is role-played by a colleague or someone supplied by your training provider.
- Demonstrates a fully compliant mortgage advice meeting.

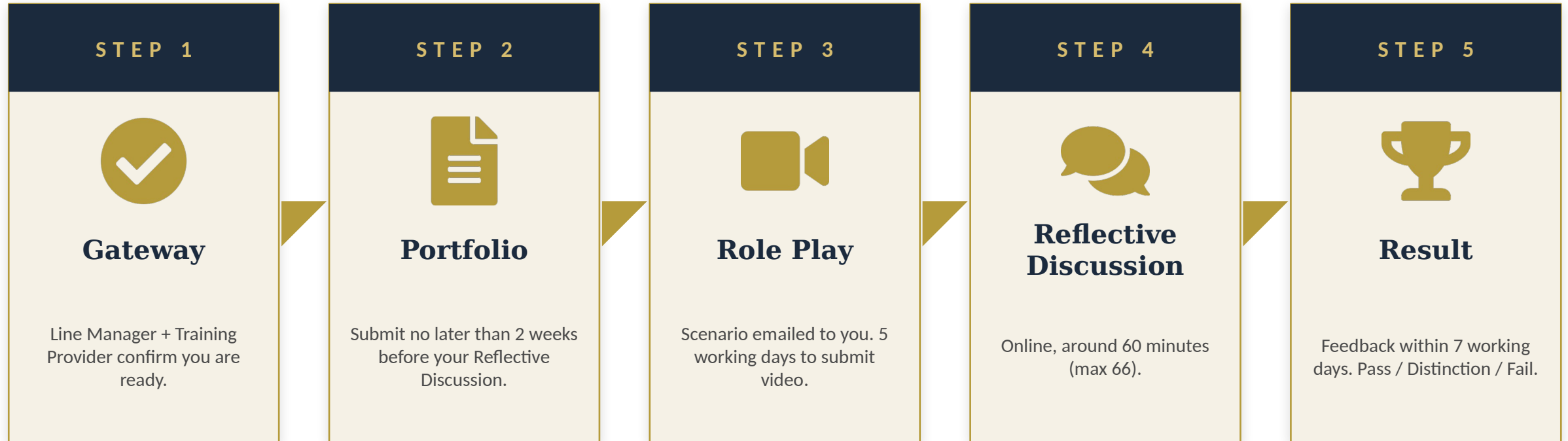


2. Portfolio + Reflective Discussion

- Portfolio: real mortgage cases covering the full customer journey.
- Supporting evidence: compliance audits, CPD log, appraisals, project work.
- Reflective Discussion: a 60-minute structured interview (max 66 minutes).
- Held last — gives you a chance to evidence anything not yet covered.

Your EPA journey — step by step

Specific dates and links will be confirmed by email



All dates, meeting links and assessor contact details are sent to you by email.

Getting ready — on the day of your EPA

A short checklist to set you up for success



Log in 15 minutes early

Allow extra time for set up and contingency.



Have your photographic ID

Be ready to show it on camera at the start.



Test your tech

Check Wi-Fi, microphone and camera in advance.



Be in a quiet room, on your own

Backgrounds may not be blurred or amended.



Have your portfolio with you

You may refer to it during the Reflective Discussion.



Recording is standard

All EPA elements are recorded for quality purposes.

How you will be graded

Results released within 7 working days of submission

PASS



You meet the standard

You have consistently met the standard across all 47 learning outcomes (Knowledge, Skills and Behaviours).

DISTINCTION



You exceed the standard

You have demonstrated distinction-level performance in at least one learning outcome for each of the 16 competencies — across on-programme evidence, role play, and portfolio + Reflective Discussion.

FAIL



Re-sit available

If you do not pass, your Training Provider and Line Manager will agree a plan with you for re-sit. A formal appeals process is also available.

Please note: if you are late or do not attend your EPA, your provider/employer may be charged a fee.



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Any questions? We're here to help.



Call us

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Email us

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