



Overview

End-Point Assessment (EPA) is the final assessment for an apprentice. An apprentice cannot achieve their apprenticeship without passing the End-Point Assessment.

EPA is an opportunity for an apprentice to showcase what they have learnt during their apprenticeship for a Customer Service Practitioner. This assessment includes an Apprentice Showcase, Practical Observation and Professional Discussion.

End-Point Assessment for a Customer Service Practitioner Level 2 can be carried out face-to-face.



Gateway

Gateway requirements for a Customer Service Practitioner Level 2 apprentice includes:

- Evidence the apprentice has achieved Level 1 maths and English
- The apprentice must submit their showcase to be reviewed



Assessment Methods

Apprentice Showcase

The Apprentice Showcase is compiled of 12 months of on-programme learning. This will enable the apprentice to reflect and present examples of their development over the whole on-programme period.

The Apprentice Showcase will be submitted as a portfolio submission with a maximum of 20 pieces of evidence. It is

expected that the portfolio submission will include elements such as work-based evidence including customer feedback, recordings, manager statements, and witness statements. It will also include evidence from others, such as mid-and-end of year performance reviews, and feedback.

The assessor will interview the apprentice for up to 30 minutes, where they will delve deeper into the learning and experience shown in the showcase.

Practical Observation

The Practical Observation will be pre-planned and scheduled for when the apprentice is in their normal workplace and will be carried out by the Independent End-Point Assessor and this will take no less than 60 minutes. The Practical Observation should enable the apprentice to show evidence of their skills, knowledge and behaviours that are required for this standard and be able to demonstrate genuine and demanding work objectives. Each situation during this observation will be different and examples are, handling general enquires, dealing with customer complaints or finding out further information or detail.

Professional Discussion

The Professional Discussion will be a structured discussion between the apprentice and Independent End-Point Assessor, this will follow on from the practical observation to establish the apprentices understanding and application of knowledge, skills, and behaviours. The Professional Discussion will need to take place in a suitable environment and should only last for 60 minutes. The discussion will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence, and excellence.



www.nqual.co.uk/epa/customer-service-practitioner-level-2/v1-1



admin@nqual.co.uk



01925-931-684



Results

Results will be communicated within 10 working days of the final assessment.

If an apprentice Fails one or more component, they will be offered the opportunity to re-sit / re-take the component(s). It is then up to the apprentice's employer how many attempts an apprentice is given.

The timescale for a re-sit typically takes 3 months and a re-take 3 months (dependent on how much re-training is required). All assessment methods must be taken within a 6-month period, otherwise the entire EPA will need to be resat / retaken.

Where any assessment method must be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of Pass. Re-sits and re-takes are not offered to an apprentice wishing to move from Pass to a higher grade.



www.nqual.co.uk/epa/customer-service-practitioner-level-2/v1-1



admin@nqual.co.uk



01925-931-684