



## Overview

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

End-Point Assessment is an opportunity for an apprentice to showcase what they have learnt during their apprenticeship for a Customer Service Specialist. This assessment includes a Practical Observation with Q&A, Work-Based Project Supported by an Interview and a Professional Discussion Supported by a Portfolio of Evidence.

End-Point Assessment for a Customer Service Specialist Level 3 can only be carried out face-to-face.



## Gateway

Gateway requirements for a Customer Service Specialist Level 3 apprentices includes:

- Evidence the apprentice has achieved Level 2 maths and English
- The completion of a Portfolio of Evidence
- Typically, 15 months on programme



## Assessment Methods

### Practical Observation with Q&As

The Practical Observation will be carried out over one hour where an Independent End-Point Assessor will observe the apprentice undertaking a range of day-to-day workplace activities. The observation should involve activities which allow the apprentice to demonstrate the full range of KSB's. Then the Independent End-Point Assessor is required to ask

open questions. The observation must reflect typical working conditions and allow the apprentice to demonstrate all aspects being assessed.

### Work-Based Project Supported by an Interview

For this assessment method apprentices must submit a written report, on a project that they had carried out, to NQual two weeks prior to the interview date. This date will be agreed when the apprentice passes through the Gateway process. The written report must be 2500 words, the subject of the project should be agreed with NQual at Gateway. The Work-Based Project should always take place before the interview to support the Work-Based Project. The interview will last for 60 minutes and will take place either face-to-face or remotely. The interview will consist of competency-based questions. The apprentice will be asked 10 questions.

### Professional Discussion Supported by Portfolio Evidence

The Professional Discussion will last for 60 minutes, the Portfolio of Evidence will be used as a base to support the Professional Discussion. The Portfolio of Evidence should have around 10-15 pieces of evidence when submitted.



[www.nqual.co.uk/epa/customer-service-specialist-level-3/v1-1](http://www.nqual.co.uk/epa/customer-service-specialist-level-3/v1-1)



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## 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.

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.



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