

Customer Service Practitioner L2 Apprenticeship



Before EPA a pre-meet will be conducted with Learner, Employer and Awarding body EPA team to discuss preparations for the following...

The end point assessment (EPA) is the final step in your learning journey, which consists of the following aspects:

Apprentice Showcase

The apprentice showcase will be reviewed and assessed by the independent assessor. The evidence contained in the apprentice showcase will be assessed against the following areas:

- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Product and service knowledge
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge
- Developing self
- Being open to feedback & Team working

Observation

The Assessor will carry out the observation in the apprentice's usual workplace.

The observation should enable the apprentice to evidence their skills, knowledge and behaviour from across the standard to demonstrate genuine and demanding work objectives. Each situation within the observation will be different, and examples are, handling a general enquiry, dealing with a customer complaint or a need for further information or detail, but it is mandatory that the observation covers as a minimum: presentation, equality, interpersonal skills, communication and personal organisation.

Professional Discussion

The purpose of the professional discussion is to:

- Clarify any questions the Independent Assessor has from their assessment of the learner journey and practical observation.
- Confirm and validate judgements about the quality of work.
- Explore aspects of the work, including how it was carried out, in more detail.
- Discuss how the apprentice would behave in specific scenarios, should they not have occurred within the practical observation.
- Ask questions in relation to personal development and reflection.
- Provide a basis for the Independent Assessor to make a decision about the grade to be awarded.



Apprenticeship EPA Journey



Grading

The apprenticeship includes Pass and Distinction grades which are applied at the end point assessment with the final grade based on the performance in the apprentice showcase, the practical observation and a professional discussion.

The final grade will be based on the final end assessment. The apprentice must achieve the minimum pass threshold in each of the end assessment components and will be awarded a final grade based on the weighted average of these end assessment components.



Resit

Should the Apprentices fail any part of the end point assessment further development must be provided prior to a re-take. If the apprentice re-sits with no additional learning the individual employer will be responsible for bearing the cost.

Each step of the EPA process will be different and may be completed via zoom or face to face. This will be discussed as part of the initial pre-meeting where dates, times and circumstances of each EPA element will be confirmed.