

End-Point Assessment Specification

# Customer Service Practitioner

## Level 2



### 1 *What the* ROLE ENTAILS

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type

### 2 *On-programme* ASSESSMENT

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

- Level 1 English and Maths or equivalence
- Compile a Showcase Portfolio

### 3 *Gateway* REQUIREMENTS

- The employer, independent training provider (ITP) and apprentice make the decision to take the apprentice through Gateway. The apprentice must achieve all the required on-programme elements before they enter Gateway
- Showcase Portfolio submitted



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## 4 End Point ASSESSMENT

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### Apprentice Showcase Portfolio

The Showcase portfolio is compiled on programme and contains evidence covering the requirements of the standard to demonstrate the apprentice's competence in the job role

### Practical observation and Professional discussion

The observation will take place at the apprentice's place of work. The professional discussion will draw questions from the observation to establish the apprentice's understanding and application of the required knowledge, skills and behaviours required by the standard. The discussion will be based on the occupational brief set out in the assessment plan.

## 5 Completion & CERTIFICATION

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We will activate certification once the apprentice has successfully completed all EPA elements, and the IEPA has verified this. Working with the apprenticeship certificate issuing authority, we will ensure the apprentice receives their certificate.

## Why choose Steadfast EPA?

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We are an Ofqual approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education, care, and business apprenticeship standards. We offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support. We believe that we offer a premium service to our clients, combining excellent customer service with high quality, fair and robust end point assessments

*To review the standard and assessment plan, follow the link below.*

[Customer service practitioner / Skills England](#)



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