

LEVEL 2

# CUSTOMER SERVICE PRACTITIONER

## WHAT DOES A CUSTOMER SERVICE PRACTITIONER DO?

The Customer Service Practitioner delivers high quality services to customers of their organisation. This may include 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.



**DURATION**

**12 months**



**SKILLS ENGLAND  
STANDARD &  
ASSESSMENT PLAN**

**L2 CSP Standard**



**FUNDING**

**£3,500**

## WHAT NEEDS TO BE COMPLETED PRIOR TO END-POINT ASSESSMENT?

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

- Level 2 English and maths (if applicable)
- Apprentice Showcase evidence

## WHAT ARE THE GATEWAY REQUIREMENTS?

The employer, training provider 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 and are ready for End-Point Assessment.

# END-POINT ASSESSMENT

There are three parts to this End-Point Assessment, which can be completed in any order.

## 1 APPRENTICESHIP SHOWCASE

The apprentice showcase is compiled after 12 months of on-programme learning. The apprentice will select evidence to demonstrate how they have met the knowledge, skills and behaviours linked to this assessment method and present their showcase to the Independent End-Point Assessor either through a Written Report, submitted at Gateway, or by delivering a presentation to the IEPA. The apprentice will then take part in an Interview led by the assessor. The Apprentice Showcase is graded as a Fail, Pass or Distinction.

## 2 PRACTICAL OBSERVATION

The apprentice will be observed, by their IEPA undertaking a range of day-to-day workplace activities. The observation will involve activities which allow the apprentice to demonstrate the full range of their knowledge, skills and behaviours required for this assessment method. The Practical Observation is also graded as Fail, Pass or Distinction.

## 3 PROFESSIONAL DISCUSSION

The Professional Discussion is a structured discussion between the apprentice and the IEPA following the observation, to establish the apprentice's understanding and application of knowledge, skills and behaviours. The assessor grades this as Fail, Pass or Distinction.

### GRADING



#### DISTINCTION

Distinction in all assessment methods



#### PASS

Pass in all assessment methods



#### FAIL

Fail within any of the assessment methods

### COMPLETION AND CERTIFICATION

We'll activate certification once the apprentice has successfully completed all EPAs, and the IEPA/IQA has verified this. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate.

### NEXT STEPS

Apprenticeships are funded up to and including Level 6, and there are plenty to choose from. For a Level 2 Customer Service Practitioner, a Level 3 Customer Service Specialist or Level 3 Team Leader might be a natural progression. For more information, get in touch with the EFI Awards team to discuss your options: [info@efiawards.co.uk](mailto:info@efiawards.co.uk)