

Summary of Changes Log

Document title and version number	Overview of change	Date of the change
L3 Customer Service Specialist Timeline v1.3	Guidance on employer/training provider representation at assessment methods updated in line with the assessment plan.	17/02/2025
L3 Customer Service Specialist Think About – Work Based Project v1.1	Guidance on employer/training provider representation at assessment methods updated in line with the assessment plan.	17/02/2025
L3 Customer Service Specialist EPA Kit v4.1	Guidance on English and maths requirements updated in line with the funding rules.	16/05/2025
L3 Customer Service Specialist Timeline v1.4	Guidance on English and maths requirements updated in line with the funding rules.	16/05/2025
L3 Customer Service Specialist Factsheet	Guidance on English and maths requirements updated in line with the funding rules.	16/05/2025
L3 Customer Service Specialist EPA Kit v4.3	EPA Kit standard wording updated	15/09/2025
L3 Customer Service Specialist Work-Based Project Report Guidance v3.2	Criteria references updated	11/02/2026