

Summary of Changes Log

Document title and version number	Overview of change	Date of the change
L3 Customer Service Specialist Written Submission Sheet v2.1	Updated the wording for the apprentice declaration to provide clarity on which assessment method the written submission sheet supports	31/05/2024
L3 Customer Service Specialist EPA Kit v3.2	<p>Updated the front cover of the EPA Kit.</p> <p>On-programme requirements section on pg. 5-6</p> <ul style="list-style-type: none"> • Moved the portfolio of evidence information into the on-programme requirements section for better clarity • Updated the evidence to be used within the portfolio of evidence statement from ‘should’ to ‘will’ to ensure clarity on the number of evidence pieces allowed • Moved the project proposal information into the on-programme requirements section for better clarity • Added the statement ‘Highfield recommend this proposal should be 200-300 words’ on pg. 6 for better clarity on the requirements of the proposal • Updated the wording for the typical duration on-programme to provide further clarity <p>Highfield Approach section</p> <ul style="list-style-type: none"> • We have added a statement for the work-based project to provide better clarity on the approach of the work-based project Highfield have taken to ensure a standardised approach 	14/01/2025

	<ul style="list-style-type: none"> • The dispensation has been removed due to the dates of the dispensation no longer being applicable <i>“The dispensation will last from 20/03/2024 to 20/07/2024”</i> <p>Apprenticeship standard section</p> <ul style="list-style-type: none"> • Updated the distinction assessment criteria to better align with the KSB statements and themes • Updated the KSB statements within the table to provide further clarity of which KSB is linked to the assessment criteria • Updated the amplification and guidance for the following themes: <ul style="list-style-type: none"> ○ Customer journey knowledge ○ Knowing your customers and their needs/customer insight ○ Customer service culture and environment awareness ○ Business-focused service delivery ○ Working with your customer/customer insights ○ Customer service performance ○ Teamworking • Updated the amplification on page 21 in line with the release of the new Worker Protection (Amendments of the Equality Act) Act <p>Updated the grading information on pg. 30.</p> <p>Updated the assessment method sections for the work-based project (supported by an interview), professional discussion supported by portfolio of evidence and the practical observation (with Q&As) to better align with the assessment plan.</p>	
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L3 Customer Service Specialist Mock Assessment Grids v3.1	<p>Split the end box of the tables into 2 to allow for 'criteria met' and 'criteria not met' to be selected to provide further clarity to learners for future learning.</p> <p>Updated the assessment criteria to align with the distinction criteria updates in the EPA Kit.</p>	14/01/2025
L3 Customer Service Specialist Portfolio Matrix v3.1	<p>Updated the assessment criteria references to match the realigned assessment criteria updates in the EPA Kit.</p> <p>Italicised the distinction criteria.</p>	14/01/2025
L3 Customer Service Specialist Work based project mapping document v3.1	<p>Updated the assessment criteria to align with the distinction criteria updates in the EPA Kit.</p>	14/01/2025
L3 Customer Service Specialist Think abouts	<p>Added ST number to the title.</p> <p>The assessment criteria for the plan and prepare table has been updated to assessment criteria.</p>	18/02/2025
L3 Customer Service Specialist Timeline	<p>Added the ST number to the title.</p> <p>Added the (+/- 10%) timings for each assessment method</p> <p>Updated the statement regarding the professional discussion taking place last.</p>	18/02/2025
L3 Customer Service Specialist Factsheet	<p>Added the ST number to the title.</p>	18/02/2025
L3 Customer Service Specialist Timeline v1.3	<p>Guidance on employer/training provider representation at assessment methods updated in line with the assessment plan.</p>	17/04/2025

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.	17/04/2025
L3 Customer Service Specialist EPA Kit v3.2	Guidance on English and maths requirements updated in line with the funding rules. Highfield Assessment logo has been updated.	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 Work-Based Project Report Guidance v2.1	Updated Highfield Assessment logo	23/05/2025
L3 Customer Service Specialist EPA Kit v3.5	EPA Kit standard wording updated.	15/09/2025
L3 Customer Service Specialist Work-Based Project Report Guidance v2.3	Criteria references updated	11/02/2026