Apprentice End-Point Assessment Journey
Level 3 ST0071 Customer Service Specialist v1.3

3-month EPA window (typical)

Completed in any order

Recommended to be completed last

On-programme learning

Duration in line with funding rules

Gateway and scheduling

- L2 English and maths (optional for 19+, please see funding rules)
- Work based project brief

Call the scheduling team on 01302 363 277

Practical observation (with Q & A)

- 60-minutes (+/- 10%)
- Normal place of work
- Equipment and resources in good working order
- End-point assessor, apprentice

Work based project (supported by an interview)

- 2500-word project (+/- 10%), 60-minute interview (+/-10%). Completed within 2 months following gateway
- Remote or face-to-face in a suitable controlled environment
- PC/laptop, Wi-Fi, (if remote)
- In line with best practice, but not mandatory, a representative from the organisation could be present but only to observe and they should not be involved in conduction of the interview or grading decision

Professional discussion (underpinned by a portfolio of evidence)

- 60 minutes (+/- 10%). Portfolio submitted 2 weeks before professional discussion
- Remote or face-to-face in a suitable controlled environment
- PC/laptop, Wi-Fi, (if remote)
- End-point assessor, apprentice

Quality assurance and grading

Fail/Pass or Distinction

DfE certification

Time

Venue

Requirements

Attendees

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