

# Highfield **Level 2** End-Point Assessment for **Customer Service** Practitioner



Government funding band – **£3,500**



On-programme duration – **minimum of 12 months**



Gateway requirements – **level 1 English and maths (optional for 19+, please see funding rules) and gateway self-assessment**



End-point assessment method – **apprentice showcase, practical observation and professional discussion**

## Working in customer service

For any organisation to be successful it must be able to meet the expectations of its customers. This is largely done through the effective provision of customer service. Customer service is applicable to all sectors where customer interactions take place and can be applied to commercial businesses, charities and national/local governments. The role of a customer service practitioner is to deliver high quality products and services to customers.

## The programme's structure

Apprentices will be placed in a customer service role over a minimum of 12 months during which they will be supported while on-programme by their tutor. Their tutor will review the progress of the apprentice during the 12 months against the standard to ensure they are prepared for the end-point assessment.



## Your apprentice's journey



### Ready for training

- Initial assessment
- English and maths training (optional for 19+, please see funding rules)
- On-programme training to meet the standards
- Gateway readiness self-assessment

### Set for assessment on completion of training and functional skills

#### End-point assessment methods are:

##### Apprentice showcase

- Showcase can be completed either by presentation (45 minutes) or written report (4500 words)

##### Practical observation

- 1-hour observation in the working environment
- Covering the presentation, equality, interpersonal skills, communication and personal organisation

##### Professional discussion

- 1-hour discussion
- Discuss the practical observation, professional development and reflect on their apprenticeship

### Go further

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an individual member at professional level.

## Available support

#### On-programme support

- Delivery resources
- Qualification mapped to standard
- Tutor support resource
- Innovative and multi-device e-learning courses

#### End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



## Need to know more: