Apprentice End-Point Assessment Journey
Level 3 ST0071 Customer Service Specialist V1.1

3-month EPA window (typical)

Completed in any order

Recommended to be completed last

On-programme learning

15 months typically

Gateway and scheduling

- L2 maths and English
- 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)
- End-point assessor, apprentice, employer (recommended)

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, employer (optional)

Quality assurance and grading

Fail/Pass or Distinction

ESFA certification

Time

Venue

Requirements

Attendees

Please note that this document is subject to changes in the assessment plans. Agreed assessment schedule to be confirmed by our scheduling team.

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