Apprentice End-Point Assessment Journey
Level 3 ST0071 Customer Service Specialist v1.0

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)

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

Work based project (supported by an interview)

- Time: 2500-word project (+/- 10%), 60-minute interview (+/-10%). Completed within 2 months following gateway
- Venue: Remote or face-to-face in a suitable controlled environment
- Requirements: PC/laptop, Wi-Fi, (if remote)
- Attendees: 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)

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

Quality assurance and grading

Fail/Pass or Distinction

DfE 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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