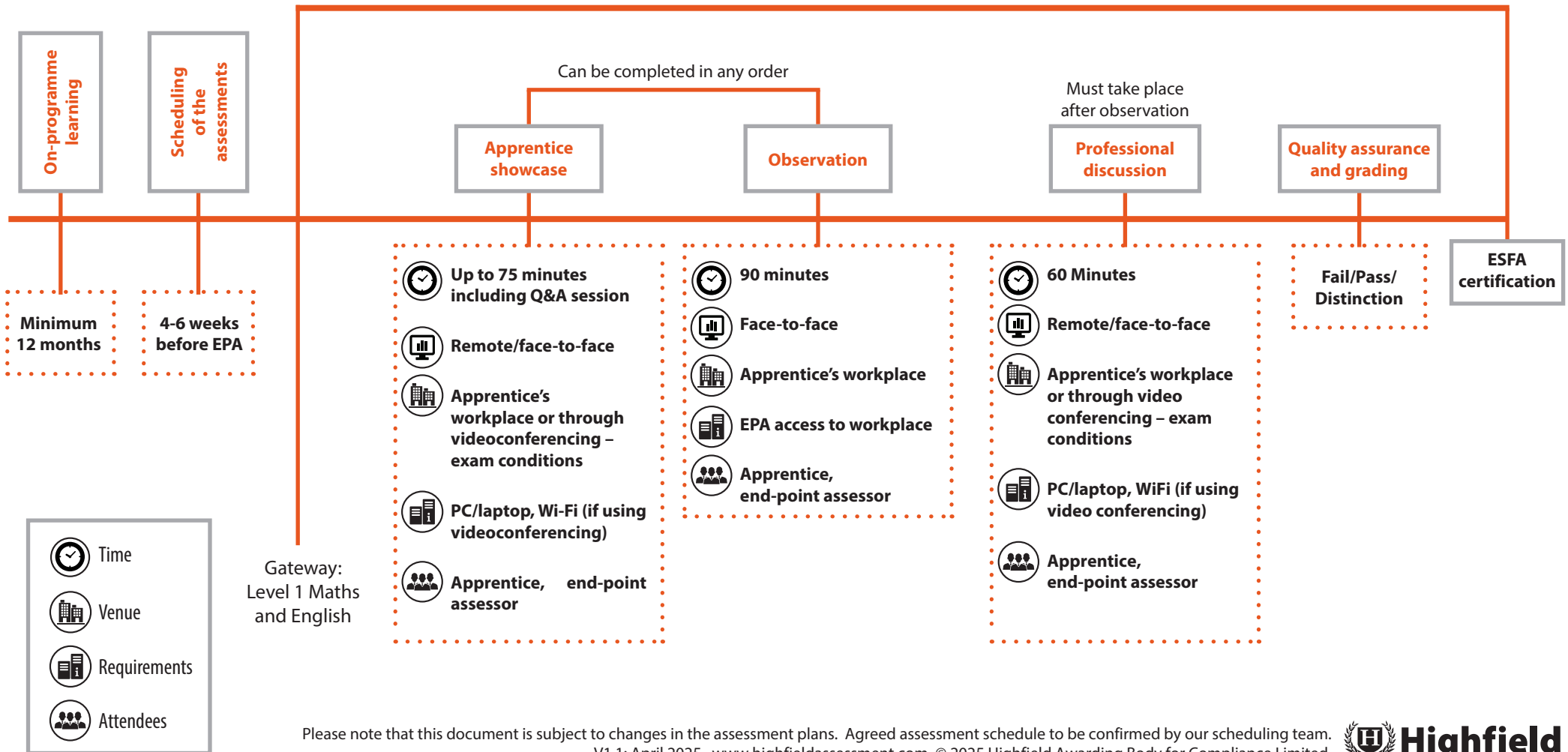


# Apprentice End-Point Assessment Journey

## Level 2 ST0072 Customer Service Practitioner

This is the order of events for an apprentice undertaking the Level 2 Customer Service Practitioner Apprenticeship including our standard end-point assessment process.



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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