

Summary of Changes Log

Document title and version number	Overview of change	Date of the change
L3 Customer Service Specialist EPA Kit IfATE v1.0 was v2.2 is now v2.3	<p>Assessment criteria has changed. S1.1 from IfATE v1.0 is now assessed via professional discussion (supported by portfolio of evidence). As a result, the criteria numbering referencing has changed to S1.5. All other criteria under the theme of ‘Business-focused service delivery’ have also changed:</p> <ul style="list-style-type: none"> • S1.2 has now become S1.1 • S1.3 has now become S1.2 • S1.4 has now become S1.3 • S1.5 has now become S1.4 <p>All the above criteria will still be assessed as normal.</p>	09/04/2024
L3 Customer Service Specialist EPA Kit IfATE v1.0 was v2.3 is now v2.4	<p>A temporary dispensation has been applied to the v1.0 assessment plan for this standard. We have added the details of the dispensation to the ‘Highfield Approach’ section of the EPA Kit.</p> <p><i>“The dispensation will last from 20/03/2024 to 20/07/2024”</i></p> <p>The dispensation allows for apprentices who have failed only the observation assessment method prior to the dispensation, on the now-retired version 1.0 EPA and are re-sitting or re-taking only the observation method on version 1.1 of the EPA, will be permitted 15 minutes of questioning following their observation re-sit or re-take to meet the criteria “resolve complex issues by being able to choose from and successfully apply a wide range of approaches”.</p>	01/05/2024
L3 Customer Service Specialist Written Submission Sheet IfATE v1.0 was v1.1 now v1.2	Updated the wording for the apprentice declaration to provide clarity on which assessment method the written submission sheet supports	31/05/2024

<p>L3 Customer Service Specialist IfATE v1.0 EPA Kit was v2.4 is now v2.5</p>	<p>Updated the front cover of the EPA Kit.</p> <p>On-programme requirements section on pg. 5-6</p> <ul style="list-style-type: none"> • Moved the portfolio of evidence information into the on-programme requirements section for better clarity • Updated the evidence to be used within the portfolio of evidence statement from 'should' to 'will' to ensure clarity on the number of evidence pieces allowed • Moved the project proposal information into the on-programme requirements section for better clarity • Added the statement 'Highfield recommend this proposal should be 200-300 words' on pg. 6 for better clarity on the requirements of the proposal • Updated the wording for the typical duration during on-programme to provide further clarity <p>Highfield Approach section</p> <ul style="list-style-type: none"> • We have added a statement for the work-based project to provide clarity on the approach of the work-based project Highfield have taken to ensure a standardised approach • The dispensation has been removed due to the dates of the dispensation no longer being applicable <i>"The dispensation will last from 20/03/2024 to 20/07/2024"</i> <p>Apprenticeship standard section</p> <ul style="list-style-type: none"> • Realigned the distinction assessment criteria to better align with the KSB statements and themes 	<p>14/01/2025</p>
---	--	-------------------

	<ul style="list-style-type: none"> • Realigned the KSB statements within the table to provide further clarity of which KSB is linked to the assessment criteria • Updated the amplification and guidance for the following themes: <ul style="list-style-type: none"> ○ Customer journey knowledge ○ Knowing your customers and their needs/customer insight ○ Customer service culture and environment awareness ○ Business-focused service delivery ○ Working with your customer/customer insights ○ Customer service performance ○ Teamworking • Updated the amplification on page 21 in line with the release of the new Worker Protection (Amendments of the Equality Act) Act <p>Updated the grading information on pg. 30.</p> <p>Updated the assessment method sections for the work-based project (supported by an interview), professional discussion supported by portfolio of evidence and the practical observation (with Q&As) to better align with the assessment plan.</p>	
L3 Customer Service Specialist IfATE v1.0 Mock Assessment Grids was v2.1 now v2.2	<p>Split the end box of the tables into 2 to allow for 'criteria met' and 'criteria not met' to be selected to provide further clarity to learners for future learning.</p> <p>Updated the assessment criteria to align with the distinction criteria updates in the EPA Kit.</p>	14/01/2025
L3 Customer Service Specialist IfATE v1.0 Portfolio Matrix was v2.3 now v2.4	<p>Updated the portfolio to align with the realignment of the distinction criteria in the EPA Kit.</p> <p>Italicised the distinction criteria.</p>	14/01/2025

L3 Customer Service Specialist IfATE v1.0 Work based project mapping document was v2.3 now v2.4	Updated the assessment criteria to align with the distinction criteria updates in the EPA Kit.	14/01/2025
L3 Customer Service Specialist IfATE v1.0 Think abouts	Added ST number to the title. The assessment criteria for the plan and prepare table has been updated to assessment criteria.	18/02/2025
L3 Customer Service Specialist IfATE v1.0 Timeline	Added the ST number to the title. Added the (+/- 10%) timings for each assessment method. Updated the statement regarding the professional discussion taking place last.	18/02/2025
L3 Customer Service Specialist IfATE v1.0 Factsheet	Added the ST number to the title.	18/02/2025