

Customer Service Practitioner Level 2 - End-Point Assessment

Although not referred to in the Assessment plan, BIIAB will hold a planning meeting:

- The meeting will be conducted remotely via Skype for business.
- Assessor plans and schedules all activity for EPA with Apprentice and Employer.

EPA components:

- **Apprentice Showcase** – after 12 months on programme, with guidance from the employer and/or training provider the apprentice will select appropriate evidence from the on programme portfolio to demonstrate the minimum requirements of the standard at the final stage of the programme as an 'Apprentice Showcase'. This can be delivered to the End-Point Assessor face-to-face or in a virtual form, either as a presentation, report, storyboard or journal. The evidence provided is assessed against an externally set brief written by the assessment organisation, working with Employers and other stakeholders, as appropriate, to ensure consistency and covering specific areas detailed in the standard and assessment plan. The evidence in the Apprentice showcase is presented to the End-Point Assessor in order for them to review, and to provide an opportunity for them to interview the apprentice and delve deeper in to the learning and experience.
- **Practical observation** – Minimum 1 hour in the working environment, must include customer interaction. The observation should enable the apprentice to evidence their skills, knowledge and behaviours from across the standard to demonstrate genuine and demanding work objectives and cover the specific requirements in the standard and assessment plan. It is mandatory that the observation covers as a minimum: presentation, equality, interpersonal skills, communication and personal organisation.
- **Professional discussion** – 1 hour, structured discussion led by the Assessor in a suitable environment and will be completed after the observation. The discussion will be against set criteria in the occupational brief to ensure standardisation and consistency and will pick up areas of the standard that have not been picked up in the observation.

Grading:

- Each component of the End-point assessment is marked in line with the weighting in the Assessment Plan and the overall mark is graded Pass, Distinction, Fail.
- In order to pass the apprentice must achieve 100% of the pass criteria in each component of the End-point assessment. In addition to the pass criteria, to achieve distinction, the apprentice must also achieve 70% of the distinction criteria for the apprentice showcase, 80% of the distinction criteria for the practical observation and 75% of the distinction criteria for the professional discussion.
- If any part of the assessment is not sufficient when first submitted, there will be an opportunity for resubmission, or observation or professional discussion to be repeated. However multiple assessment opportunities are not expected; all parties should be confident that the apprentice is ready to start the End-point assessment with practice runs taking place before formal assessment is completed.
- Should the Apprentice fail any part of the End-point assessment further development must be provided prior to a re-take.