Customer Service Practitioner, L2 Apprenticeship Standard End-Point Assessment Process

Following on from the completion of the Gateway Process and End Point Assessor Allocation Process

EPA Planning meeting
To explain the process and timescales and to plan where and when the assessments will take place.
The professional discussion must be the last component to be completed, the showcase and observation can be completed in any order.
Via Video Chat, to be conducted in appropriate environment away from work 'environment' on or off work premises. Plan agreed to and signed, sent to BIIAB. Progress against planning meeting continuously reviewed.
Apprentice, Employer and assigned End-Point Assessor

Apprentice Showcase
120 minutes
After 12 months on-programme, the apprentice will deliver appropriate evidence to the End-Point Assessor as a presentation, report, storyboard or journal to demonstrate the minimum requirements of the standard
Result Submitted - Pass = 100% of pass criteria, Distinction = 100% of pass criteria and 70%+ of distinction criteria (65% component weighting)
Apprentice, Employer and End-Point Assessor

Pass

Practical observation
Minimum of 60 minutes in the working environment
The observation must include customer interaction it is mandatory that the observation covers as a minimum: presentation, equality, interpersonal skills, communication and personal organisation
Result Submitted - Pass = 100% of pass criteria, Distinction = 100% of pass criteria and 80%+ of distinction criteria
(20%component weighting)
Apprentice, Employer and End-Point Assessor

Pass

Professional discussion
60 minutes
The discussion will be against set criteria in the occupational brief to ensure standardisation and consistency and will cover areasof the standard that have not been evidencedin the observation.
Result submitted - Pass= 100% of pass criteria, Distinction = 100% of pass criteria and 75%+ of distinction criteria
(15%component weighting)
Apprentice, Employer and End-Point Assessor

Fail

Fail

Fail

Resit
Cost: Please view our EPA Component Price List
No limit on final grading
Centre Approved Invigilator

Pass

Pass

Overall grade assigned
Each component must be passed at 100% of the pass criteria
Distinction - all pass criteria achieved plus: 7/10 distinction criteria (apprentice showcase), 4/5 distinction criteria (observation), 3/4 distinction criteria (Professional discussion)
End point assessor

Apprenticeship Declaration Form Submitted
End-Point Assessor

If no appeal

Apprenticeship Certificate applied for
BIIAB

Certificate issued and sent to Employer
ESFA

Yes

No further information required

END

If the learner appeals

Follow BIIAB Appeals Process