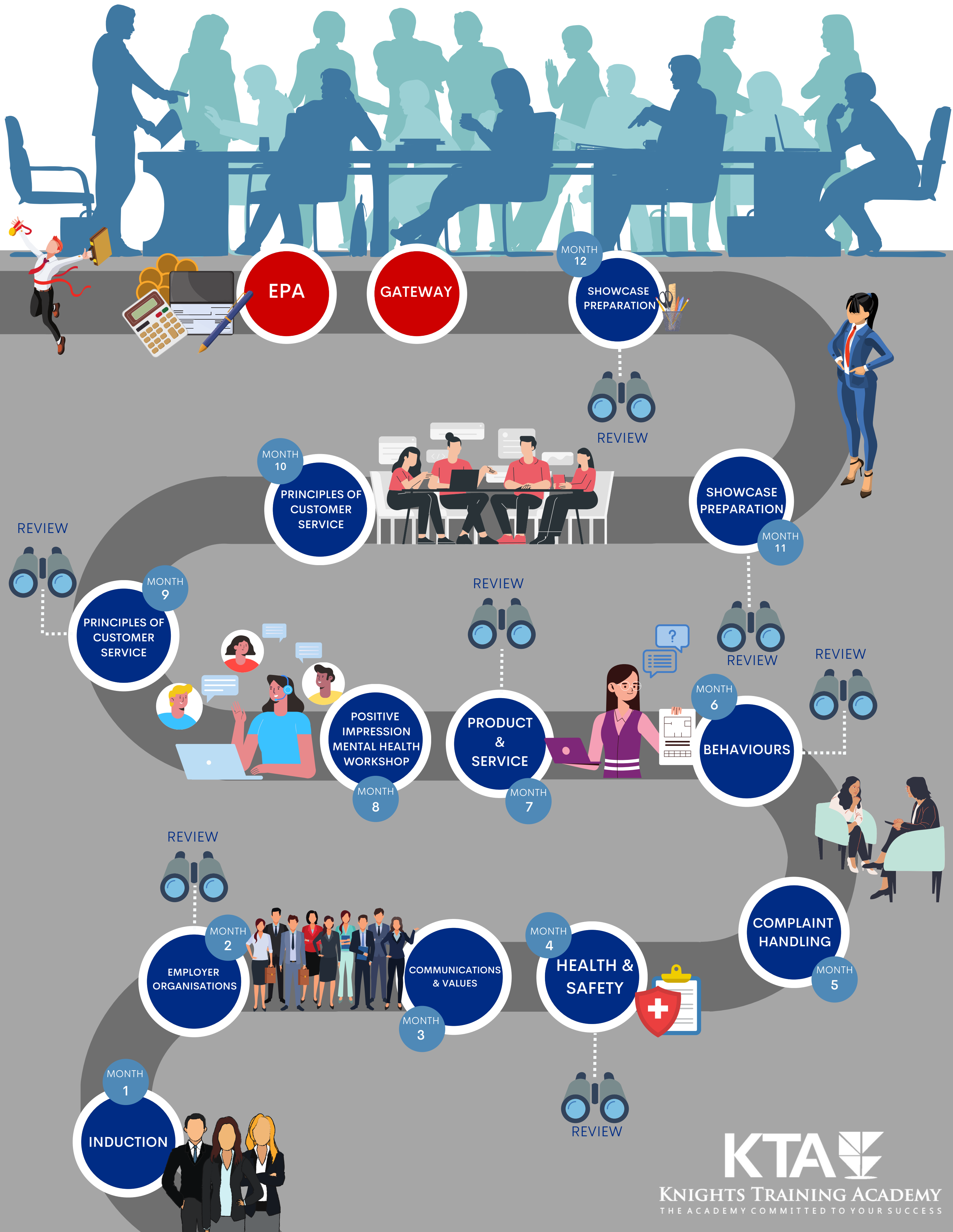


Customer Service Practitioner Level 2





KNIGHTS TRAINING ACADEMY

THE ACADEMY COMMITTED TO YOUR SUCCESS

Customer Service Practitioner Level 2

OVERVIEW

All the knowledge, skills and behaviour modules are covered during the highlighted monthly visits, and must be achieved prior to EPA (End Point Assessment).

The apprentice must be on programme for 12 months before EPA (End Point Assessment) can be booked. During the apprenticeship, the apprentice will have regular 1-1s with their line manager and assessor, via a combination of personal discussion, observations, Q&A and work based products of evidence to form a portfolio of evidence. The portfolio, must be completed before they can attend a Gateway meeting with their assessor and employer. Here, the apprentice will be signed-off as ready to move forward for their final assessment (EPA).

All apprentices must achieve Level 1 Functional skills and have attempted Level 2 Functional skills in Maths and English, before they can attend Gateway, unless they prove exemption by prior attainment.

EPA

Practical Observation

This lasts a minimum of 1 hour and all the pass criteria must be achieved at 100% for the apprentice to achieve this section of the EPA process. It must be planned and scheduled with different situations and scenarios being covered, but as a minimum it must cover:-

Presentation, Equality, Interpersonal skills, Communication and Personal organisation

Any areas not covered in the observation will be discussed in the professional discussion and the observation accounts for 20% of the total qualification

Professional Discussion

This lasts for a maximum of 1 hour and follows on from the observation, with the discussion being geared around the set criteria from the occupational brief and is led by the End Point Assessor. The purpose is to clarify any questions from the observation, confirm judgements on the quality of work, discuss behaviour in specific scenarios, and ask about professional development and reflection

The discussion accounts for 15% of the total qualification and the apprentice must meet all the criteria to achieve a Pass and 75% of the Distinction criteria to get higher grade.

Apprentice Showcase

The apprentice compiles a portfolio of evidence over the 12 months that they are on programme.

It enables apprentices to reflect and present examples of how they have developed over the programme. The apprentice selects evidence from their portfolio to demonstrate the minimum requirements of the standard and will show the professional competence at the right level.

The Showcase is reviewed by the EPA and is assessed against:

- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Product and service knowledge
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge
- Developing self
- Being open to feedback
- Team working

The Showcase will be assessed against an externally set brief, written by the EPA to include elements such as customer feedback forms, witness testimonies and appraisal document.

The grading of the EPA tasks will be Pass or Distinction. The Grading of the EPA tasks will be Pass or Distinction.