



# **CUSTOMER SERVICE PRACTITIONER LEVEL 2 APPRENTICESHIP STANDARD**

End Point Assessment Organisation:  
Nqual





## Group Workshops: 9

1-2-1 Sessions: up to 11 visits with a skillscoach.

Your skillscoach will work with you to build up your portfolio, complete functional skills (where required) and prepare for your end point assessment.

## Delivery sessions (can include but not limited to)

Session 1 - Business knowledge & Self-awareness

Session 2 - The Customer Journey

Session 3 - Knowing Your Customers & Customer Insights

Session 4 - Re-cap of Sessions 1-3

Session 5 - Providing a Positive Customer Experience

Session 6 - Customer Service Culture

Session 7 - Environmental Awareness

Session 8 - Re-cap of Sessions 5-7

Session 9 - EPA Planning for Showcase,

Practical Observation and Professional Discussion

## Expected Progress Plan

Mth 1	Mth 2	Mth 3	Mth 4	Mth 5	Mth 6	Mth 7	Mth 8
8%	16%	24%	32%	40%	48%	56%	64%

FCT Skills  
achievement

Mth 9	Mth 10	Mth 11	Mth 12	Mth 13	Mth 13-15
72%	80%	85%	90%	100%	GATEWAY AND EPA

EPA Gateway  
Paperwork

Entry requirements: Level 1 or higher initial assessment results: See functional skills explainer.

End Point Assessment details: See EPA Guidance explainer for the assessment methods used for this standard.



# FUNCTIONAL SKILLS

- All apprenticeships require the achievement of functional skills in maths and English
- We will complete an initial assessment on BKSb with you to determine your current working level for each subject
- From there, we will put together the best learning plan for you to achieve the qualifications
- You may be exempt from this component of the apprenticeship programme if you can show certificates that meet the exemption criteria

Initial Assessment Level	Level 2 Apprenticeship	Level 3 or above Apprenticeship
<b>Level 2+</b>	<ul style="list-style-type: none"> <li>• Your skillscoach will support you to complete functional skills English and Maths at Level 1</li> <li>• This will be completed by month 5 of your apprenticeship</li> <li>• English consists of 3 parts: Reading, Writing and a Speaking &amp; Listening exam</li> <li>• Maths: 1 exam</li> </ul>	<ul style="list-style-type: none"> <li>• Your skillscoach will support you to complete functional skills English and Maths at Level 2</li> <li>• This will be completed by month 5 of your apprenticeship</li> <li>• English consists of 3 parts: Reading, Writing and a Speaking &amp; Listening exam</li> <li>• Maths: 1 exam</li> </ul>
<b>Level 1-1.9</b>	<ul style="list-style-type: none"> <li>• Your skillscoach will support you to complete functional skills English and Maths at Level 1</li> <li>• This will be completed by month 5 of your apprenticeship</li> <li>• English consists of 3 parts: Reading, Writing and a Speaking &amp; Listening exam</li> <li>• Maths: 1 exam</li> </ul>	<ul style="list-style-type: none"> <li>• A functional skills tutor will support you to complete functional skills English and Maths at Level 2</li> <li>• This will be completed by month 5 of your apprenticeship</li> <li>• English consists of 3 parts: Reading, Writing and a Speaking &amp; Listening exam</li> <li>• Maths: 1 exam</li> </ul>
<b>Entry 3</b>	<ul style="list-style-type: none"> <li>• A functional skills tutor will support you to complete functional skills English and Maths at Level 1</li> <li>• This will be completed by month 5 of your apprenticeship</li> <li>• English consists of 3 parts: Reading, Writing and a Speaking &amp; Listening exam</li> <li>• Maths: 1 exam</li> </ul>	<ul style="list-style-type: none"> <li>• We will discuss the best route forward for your apprenticeship with you and your employer</li> </ul>
<b>Entry 2 or below</b>	<ul style="list-style-type: none"> <li>• We will discuss the best route forward for your apprenticeship with you and your employer</li> </ul>	<ul style="list-style-type: none"> <li>• We will discuss the best route forward for your apprenticeship with you and your employer</li> </ul>
<b>Exemption Examples</b>	<ul style="list-style-type: none"> <li>• GCSE English and Maths at Grade E or above, or Level 2 and above (for GCSE 2018 onwards)</li> <li>• Level 1 Functional Skills in English and maths or Keys Skills in Communication and Application of Number</li> <li>• Level 1 Adult Certificate in Literacy and Numeracy</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE English and Maths at Grade C or above, or Level 4 and above (for GCSE 2018 onwards)</li> <li>• Level 2 Functional Skills in English and maths or Keys Skills in Communication and Application of Number</li> <li>• Level 2 Adult Certificate in Literacy and Numeracy</li> </ul>



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