



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



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