

Business Skills for the future

Business and customer service skills are fundamental to the success of British businesses of all sizes, as customer expectations increase.



Team leadership and management skills are in increasing demand in service-led industries, with businesses needing great customer-facing staff, administrators and team leaders.

“Our EPA and on-programme offer provides an end-to-end solution for the Business and Customer Services Industry. Mandy Slaney, Industry Manager for Business Skills said: “Employers increasingly recognise the importance of business and customer service skills, and the impact that they have on their commercial objectives. We are proud to support the industry on these apprenticeship standards, and provide high-quality assessment and learning resources to enable successful end-point assessment.”

**Mandy Slaney, Industry
Manager for Business Skills**



Over
10,000
EPAs have been
delivered in the
last year.

Business and Customer Services – preparing apprentices for EPA success

As a market leader in EPA, we’ve delivered more than 35,000 EPAs since the launch of the new standards with a 90% pass rate. We have over 60,000 apprentices registered to take EPA with us across the range of sectors we serve.

We put customer success at the heart of apprenticeships. Our emphasis on centre support, quality of materials and preparation for apprentices, together with 140 years of working in education and with industry partners, makes us a trusted leader in EPA services.

Enabling success

We have unrivalled support and assessment preparation tools for you and your apprentices:

- EPA Preparation resources
- EPA Pack
- Maths and English diagnostic tool
- Tutor support and assessment preparation resources via EPA Pro
- Lead Independent End-point Assessor (LIEPA) reports
- Digital e-portfolio solutions; Get-to-Gateway (including content that is mapped to the standard), Learning Assistant and PIVOT.
- EPA Pro - our new EPA service delivery platform bringing the end-to-end EPA journey, from registration to results, all into one place.

	EPA preparation resources	EPA Pack	E-portfolio solutions; Learning Assistant, Get-to-Gateway and PIVOT	Exemplar materials	Lead Independent End-point Assessor (LIEPA) reports	Sample tests	Apprenticeship Training Manual
Customer Service Practitioner	✓	✓	✓	✓	✓		✓
Customer Service Specialist	✓	✓	✓	✓	✓		✓
Business Administrator	✓	✓	✓	✓	✓	✓	✓

Expert advice at our networking events

Hosted by our Technical Advisor Dominic Green, our events equip you with the tools and knowledge you need to build apprentices' confidence and competence, and support your delivery.

We also produce webinars to guide you through the EPA process and support with key issues to enable EPA success.

[Find a network event](#)

Find out more on our website

Visit our dedicated web page for more information on our offer for Business Skills.

[Find out more on our website](#)



Find out more about Business and Customer Services from City & Guilds

Please visit

cityandguilds.com/business-epa

Email

apprenticeships@cityandguilds.com

Trusted across public and private sectors

We have highly competent and qualified professionals who are developing our products in consultation with industry and providers/colleges. We work closely with industry and have cross-sector relationships with the Civil Service. Each time we will tailor our approach to meet the organisation's requirements.

Our growing portfolio of apprenticeship products and services gives you the tools you need to build apprentices' confidence and competence, support your delivery and prepare for robust assessment that's valued and trusted by industry.

