

Questions and Answers

Transitioning to the new Customer Service Practitioner apprenticeship standard (England)

14 June 2018

We grouped the questions to make it easy to find what you're looking for. Please email any further questions to apprenticeships@cityandguilds.com.^[C1]

- **City & Guilds support resources**
- **On-programme**
- **End-point assessment (EPA)**
- **Other**

City & Guilds support resources

How do apprentices get login details for the EPA preparation tool?

The centre will be sent log in details after they have registered their apprentices.

Are all the resources/tasks available on SmartScreen at present?

The resources and task manual are both available on SmartScreen. The EPA exemplar materials will be available very soon.

Are you preparing resources and tasks for other apprenticeship standards?

The Customer Service Specialist apprenticeship standard will have the same resources available. Please contact apprenticeships@cityandguilds.com.

How much is SmartScreen, and is there an additional cost for the enhanced SmartScreen package?

- SmartScreen is priced at £350 plus VAT.
- Enhanced SmartScreen is priced at £850 plus VAT per year for unlimited tutor and apprentice access.

Do we need to have licences for Learning Assistant to be able to access the get to gateway support resources?

Get to gateway is a new integrated service and will be purchased via licences similar to Learning Assistant.

Where can I find the EPA guidance pack?

The EPA guidance pack is available on the website once you have registered for EPA. We also have generic EPA guidance available on our [EPA page](#).

On-programme

What is the point of apprentices attempting Functional Skills at Level 2 if we're not supporting them to achieve this?

Providers should be supporting apprentices to achieve Functional Skills. Please refer to the ESFA guidance.

Do apprentices have to complete all the resources on SmartScreen?

No, the tasks on SmartScreen are not mandatory. The tasks in the apprenticeship training manuals are designed to prepare learners for EPA but they're not mandatory.

End-point assessment (EPA)

In your opinion, how many EPAs should be booked at one time?

You can book as many as you need. We can facilitate three to four observations in the same location per day. With three observations we will conduct the discussion on the same day as the other assessment methods. With four observations we would conduct the discussion the next day via [webinar](#)^[C12].

How long will it take for the apprentice to get the result of the EPA?

Results will be available on Walled Garden within 20 working days.

Is the portfolio of evidence paper based?

No, it is uploaded electronically to the City & Guilds EPA portal.

What evidence can be used as part of the apprentice's showcase?

Please refer to the Customer Service Practitioner assessment plan for further guidance. The City & Guilds EPA pack also contains relevant information and is available once you have gained EPA approval and registered apprentices for EPA.

I have apprentices that have created video presentations with voiceovers. Will these be useable as a format for part of the showcase?

Yes, these can be uploaded to the EPA portal within the electronic showcase portfolio.

Can we use the Diploma in Customer Service as evidence for the apprentice showcase?

You can use evidence generated for the qualification where it meets the requirements of the standard and assessment plan but the evidence must **not** have been assessed.

Why do we have to upload documents to the EPA portal? Why can't we use our own e-portfolio?

Documents need to be uploaded to City & Guilds for the purpose of carrying out EPA. We also need to meet our requirements as an EPAO. This means having robust processes in place to ensure integrity of assessment and allow for monitoring to take place from external bodies.

Other

Will we be charged certification and registration fees if we use the diploma?

Yes, the fees for the qualification are available on the Walled Garden. Alternatively you can contact apprenticeships@cityandguilds.com.

Is the internal quality assurer role still required in the new standards?

Yes, very much so. We would strongly recommend that you internally quality assure all apprentice evidence in advance of submitting the evidence for EPA.