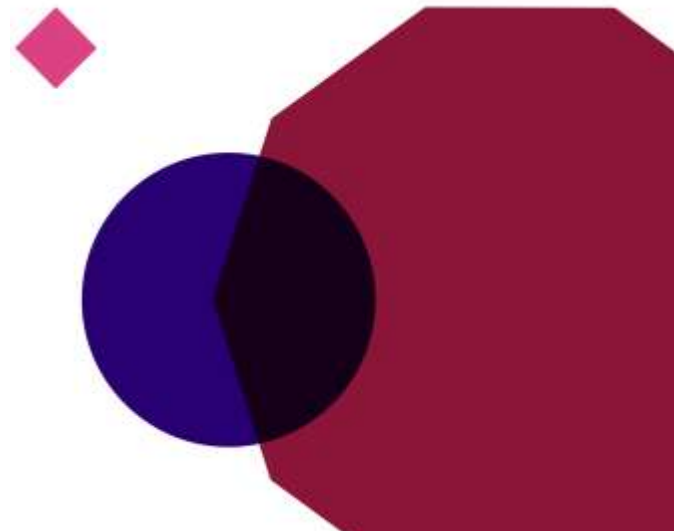


Level 2 Customer Service Practitioner FAQs

Questions and answers based on the preparation and delivery of the End-point Assessment

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Apprentice Showcase supported by interview

What are the new ways in which the showcase can be submitted by the apprentice?

The apprentice will be recommended to present their showcase electronically in one of the following formats:

As a written report - typically between 3000 to 4500 words, this is not including appendices.

Or

As a recorded audio presentation with bullet points supported with notes and presentation slides. These would also be accompanied with appendices. The audio recording typically would be between 30 to 45 minutes.

The showcase will be split into three topics to make the assessment clearer for both the apprentice and the IEPA. These topics are taken from the assessment plan with the evidence referenced into the three topic areas:

Knowledge of your organisation

Day to day customer service activities

Your self-assessment and personal development

If the showcase is not submitted in this style or format, we will still accept the present portfolio format as the new style of showcase is only a preferred method. We strongly recommend the new format. With regards to the presentation format - it would need to be in a programme City & Guilds can access and open e.g.: PowerPoint, Word.

What could be added as appendices to support the written report or presentation slides?

Guidance on the type of evidence that could be included as appendices is included within the Customer Service Practitioner EPA Pack for Customers:

The appendices should include (but are not limited to):

- Examples of work-based evidence covering relevant documents or screen shots relating to their customer service role and customer feedback.
- Observation reports of the apprentice carrying out their job role, dealing with customers.
- Demonstration of communicating and influencing skills in customer service.
- Handling customers in a variety of situations including resolving customer conflicts and/or challenging situations with associated records.
- Meeting deadlines including prioritising and planning the completion of tasks.
- Working with others including sharing personal learning and information.
- Reports or witness testimonies from sources such as mentors, managers, customers.
- Self-assessment with possible feedback from others.
- Personal development plan(s) to support the achievement of agreed learning and development goals, with evidence of authentication.

To support you a grading criteria table has also been included within the Customer Service Practitioner EPA Pack for Centres v2.1 that provides the pass and distinction criteria as well as evidence guidance for the original style portfolio, written report or audio presentation. It also includes suggested types of evidence to include in the appendices.

When will the new showcase assessment method be implemented?

The new showcase method will be implemented from 1st December 2019. All apprentices undertaking their EPA after 1st December will have a showcase interview regardless of the format in which their showcase has been submitted.

Why has the change been implemented?

Now we have had seen high volumes of EPAs, we have seen the best results from this style of format. We feel an apprentice is likely to find the writing of a report or the making of a presentation is more beneficial and appealing to them. They may also find they are more likely in their daily work to write reports or make a presentation than they are producing a portfolio.

This should allow clearer guidance on what we would expect to see within the showcase. It should eliminate too little or too much evidence being submitted and hopefully improve the quality of evidence.

Although the expectation is for showcase criteria to be fully evidenced within the showcase, the interview has been introduced to allow any gaps in the showcase to be addressed, and for the apprentice to add depth and enrich the evidence presented in their showcase.

How will the new showcase method be assessed by the IEPA?

The showcase should be submitted to City & Guilds two weeks prior to the interview, which is likely to take place on the same day as the practical observation and professional discussion. The showcase interview is mandatory.

The apprentice will be interviewed by the IEPA and answer questions based on the evidence submitted. This is an opportunity for the apprentice to add richness and depth to the evidence submitted in the showcase. The IEPA will ask questions to delve deeper in to the apprentice's learning and experience.

The showcase interview should take place face-to-face, typically on the same day as the practical observation and professional discussion. There will be a short break between the interview and professional discussion. You must ensure that a suitable, controlled environment is provided throughout the duration of the assessment activity i.e. a quiet room, free from distraction and influence.

Can an audio recorded witness statement be used as showcase evidence?

We do currently accept audio witness testimonies within the showcase, as long as the evidence meets the assessment requirements (VACS needs to be followed and met accordingly).

What is the maximum file size that can be uploaded to the EPA portal?

The maximum file size that can be uploaded to the EPA Portal is currently 150MB. We are working with our IT specialists to increase this.

Are spelling, punctuation and grammar taken into consideration when the showcase is assessed by the IEPA?

The spelling punctuation and grammar should be as accurate as possible. Errors will not affect the assessment decisions made by the IEPA unless the meaning and context of the evidence has been changed as a result of the errors.

Can evidence that was compiled at the start of the apprenticeship be accepted in the showcase?

Yes it can be accepted and it is to be assessed against the pass and distinction as any other piece of evidence. Whilst the assessment plan does say that the majority of the evidence may come from the latter stages of the apprenticeship, we can still accept early pieces of evidence if the evidence was created whilst the apprentice was on programme.

Can the Apprenticeship Manual be used to demonstrate knowledge?

Knowledge can be presented in a number of formats, including the Apprenticeship Manual. The evidence presented must meet the criteria as listed in the assessment plan / grading criteria table contained within the Customer Service Practitioner EPA Pack for Centres v2.1.

Can the apprentice have their showcase with them during the showcase interview?

Yes the apprentice is able to have a hard or electronic copy of their showcase with them for the showcase interview. Only the showcase that was submitted at Gateway can be taken into the interview and no additional notes pertaining to the professional discussion criteria are allowed in the assessment. This can act as a support mechanism as the learner may refer back to it during the interview. The IEPA however, will not remind them to do so on the day of the EPA. It is good practice to ensure your apprentice is familiar with their showcase evidence, as well as the areas of the standard that will be assessed by the IEPA prior to their EPA.

Can the showcase interview take place remotely?

It is possible for the showcase interview to take place remotely, if the apprentice is not able to undertake the assessment on the EPA date please inform the EPA Team when making the booking.

If an apprentice fails their showcase supported by interview can they resit this component of the EPA?

Yes, if the apprentice fails any component of the EPA they can book a resit with the City & Guilds EPA Team. Where a fail occurs feedback will be provided on the criteria that was not met by the evidence presented within 20 working days of the EPA.

How can the apprentice prepare for the showcase interview?

- Ensure the apprentice is familiar with their showcase evidence.
- Ensure it takes place in surroundings which are free from distractions and interruptions.
- Ensure that appropriate signposting is in place that will maintain a suitable environment throughout the duration of the assessment activity.
- Ensure that the showcase interview will be private and not disturbed.

Where can further information and support be located for the apprentice on compiling a showcase and preparing for the showcase interview?

Further information can be located in the Customer Service Practitioner EPA Pack for Centres v2.1.

Is a Showcase Evidence Recording Form still required when submitting the showcase?

A Showcase Evidence Recording form must be completed and submitted with the showcase in a Word format. The Showcase Evidence Recording Form can be located in the Assessment Recording Form Pack for Centres v2.1.

Will there be an exemplar showcase made available?

Exemplar structures for the report and presentation slides have been provided within the Customer Service Practitioner EPA Assessment Pack Recording Forms for Centres v2.1. Resources to further support you with compiling a showcase are available on our website.

Practical Observation

Which area of the standard will need to be demonstrated during the practical observation?

Skills

Interpersonal skills

Communication

Behaviours/Attitude

Equality - treating all customers as individuals

Presentation - dress code, professional language

Right first time

What are the requirements for the practical observation?

The practical observation will need to be pre-planned and scheduled to take place when the apprentice will be in their normal place of work. It will be carried out by the Independent End-point Assessment Assessor (IEPA).

You still need to make sure the apprentice:

- Has a photo ID.
- Is observed at a time of day when they will have opportunity to meet and interact with a range of customers.
- Is able to be observed carrying out tasks that meet the criteria in the assessment plan.
- Is aware of the length of assessment.



How long should the observation last?

The Practical Observation will last a minimum of 1 hour to a maximum of 1 hour 30 minutes.

What happens if every area of the standard is not observed during the observation?

The observation should be planned at a suitable time to enable the apprentice to evidence their skills and behaviours/attitude from across the standard to demonstrate genuine and demanding work objectives. This must be at a time of day when the apprentice will have opportunity to meet a range of customers. It is fundamental that during the practical observation the apprentice will interact with customers in order to meet the requirements of the observation criteria, as listed in the Assessment Specification.

The IEPA may ask the apprentice questions regarding the observation during the professional discussion to clarify what has been observed, but large areas of the standard will not be covered. It is expected that the apprentice will be able to practically demonstrate the knowledge skills and behaviours during the observation.

If an apprentice fails their observation can they resit this component of the EPA?

Yes, if the apprentice fails any component of the EPA they can book a resit with the City & Guilds EPA Team. Where a fail occurs feedback will be provided on the criteria that was not met by the evidence presented within 20 working days of the EPA.

Where can further information and support be located to prepare the apprentice for the practical observation?

Further information can be located in the Customer Service Practitioner EPA Pack for Centres v2.1.

Professional Discussion

Which area of the standard will need to be demonstrated during the professional discussion?

Knowing your customers
Your role and responsibility
Customer experience

When will the Professional discussion take place?

The Professional Discussion will take place following the practical observation and showcase interview. IEPAs will be flexible where appropriate and necessary. We will continue to work with you to ensure the EPA goes to plan and be flexible where necessary.

How long should the professional discussion last?

The Professional Discussion will last a minimum of 45 minutes to a maximum of 1 hour, depending on the time required to cover all necessary criteria.

What are the requirements for the professional discussion?

You must ensure the professional discussion:

- Ensure the apprentice is familiar with the areas of the standard that will be assessed during the discussion.
- Takes place in surroundings which are free from distractions and interruptions.
- Ensure that appropriate signposting is in place that will maintain a suitable environment throughout the duration of the assessment activity.
- Ensure that the Professional Discussion will be private and not disturbed.

Can the professional discussion take place remotely?

It is possible for the professional discussion to take place remotely, if the apprentice is not able to undertake the assessment on the EPA date please inform the EPA Team when making the booking and the necessary arrangements can be made.

Where can further information and support be located to prepare the apprentice for the professional discussion?

Further information can be located in the Customer Service Practitioner EPA Pack for Centres v2.1.

If an apprentice fails their professional discussion can they resit this component of the EPA?

Yes, if the apprentice fails any component of the EPA they can book a resit with the City & Guilds EPA Team. Where a fail occurs feedback will be provided on the criteria that was not met by the evidence presented within 20 working days of the EPA.

General

How long will an EPA visit last?

All EPA bookings are given a total of 3 hours to accommodate the new showcase assessment.

This will consist of:

Practical Observation - minimum of 60 minutes to a maximum of 90 minutes

Showcase Interview - minimum of 15 minutes to a maximum of 30 minutes

Professional Discussion - minimum of 45 minutes to a maximum of 60 minutes.

Please be aware that the IEPA will arrive earlier than the EPA start time to ensure the necessary ID checks are carried out prior to beginning the assessment. On occasion the IEPA may be accompanied by Lead Independent End-Point Assessor as part of the City & Guilds Quality Assurance process.



Is there any flexibility in the timings or order of the assessments?

The professional discussion must always be the last component that is assessed. If you have any particular needs with regards the time of the observation, please inform our EPA Team when making the booking.

Is there any flexibility for apprentices with Additional Learning Needs?

If your apprentice has any additional learning needs, or particular requirements that need to be considered for their EPA please make this known to our EPA Team when making the booking.

Will City and Guilds provide feedback against EPA result against each module?

Results will be released to training provider within 20 working days of the EPA. Feedback will only be provided if any of the three components have resulted in a fail. If the learner achieves a pass or distinction no feedback will be provided, only the results will be issued.



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