

# Level 3 Customer Service Specialist Webinar Q&A

Tuesday 22<sup>nd</sup> September 2020

Why is the Witness testimony discussion conducted with the apprentice and not the actual witness?  
***The Q&A is done with the apprentice as the IEPA will need to confirm competence.***

If the apprentice doesn't deal with complaints, is the project topic sufficient so long as it is a "high level challenge".

***The project does not have to deal with a complaint, this was just an example given. However, the project does need to be a high level challenge.***

How does completing the Training Manual fit into the Showcase Portfolio?

***The training manuals are there to provide underpinning knowledge and to develop the apprentices' behaviours and skills. It is likely that the evidence generated from the training manuals will not be the apprentices best. The portfolio should contain the best pieces of evidence from the apprentice only and be as holistic as possible.***

Will the project proposal confirmation go to the employer or the training provider?

***Confirmation of the project being accepted will go to the training provider***

If the apprentice has been made redundant 9 months into their apprenticeship, can they still complete, even with proof from the employer?

***Apprentices who have their apprenticeship agreement terminated before the end of the practical period because they are dismissed due to redundancy, and that agreement was terminated less than six months before of the final day of the practical period specified in the apprenticeship agreement, can continue their apprenticeship training without being employed.***

***Providers can continue to deliver the apprenticeship training as long as all the remaining elements, including the end-point assessment, can be successfully delivered.***

Does the apprentice have to do a presentation as part of the CSS EPA?

***There is no requirement to do a presentation***

How is the proposal for the project submitted?

***The project proposal will be submitted to the City & Guilds e-portal using the recording forms for centre document. Once submitted please email the EPA team telling them you have submitted. This will allow us to assign an IEPA asap.***

Does the Customer Service Practitioner require the same 10-15 pieces of evidence?

***The level 2 Customer Service Practitioner does not have the same requirements as the level 3 Customer Service Specialist EPA. Please check the EPA handbook on our website for up to date information.***

Will this power-point be made available?

***This recorded webinar is now available to view at <https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/updates-and-webinars>***

Can the evidence provided for the portfolio be digital, such as recorded discussions and observations?

**Evidence can be digital but please bear in mind we currently have a maximum upload size of 250mb for the e-portal.**

When does this come into effect from?

**All information discussed on today's webinar is already in place.**

Can you clarify, is the 2 months for the project prior to the 3 months for EPA?

**The 2 months project is part of the 3 month EPA period**

You said the project MUST be implemented, please identify which criteria in the standard this relates to as I have read that the recommendation is the outcome, not implementation

**It is not a requirement that the project is implemented. However, the apprentice in most cases will find it easier to reflect upon should the project go ahead. if it isn't implemented the apprentice would need to say why and still put forward recommendations.**

If an apprentice goes through Gateway and the project proposal is rejected, when does the 2 month period start. Is the rejection period included in the 2 months?

**The 2 month period starts as soon as you enter gateway and submit the project proposal.**

In the project would a witness testimony be included in the word count?

**If the witness testimony was submitted in the annex, it is not included in the word count.**

Can you book the EPA for 3 months after Gateway?

**Yes EPA can be booked for 3 months after gateway.**

If a PD is completed covering several pieces of work product, does that count as 1 piece of evidence or 2/3?

**One professional discussion would be classed as 1 piece of evidence. If you can map across to other areas then this is beneficial.**

How does the observation work if the learner only deals with customers on the telephone?

**It would be advisable for the IEPA to have a dual headset so they can listen to both sides of the call.**

How long do they get to resubmit the project proposal? And is there a limit to how many times it can be resubmitted?

**Please resubmit as soon as possible bearing in mind you must take on board the IEPAs feedback within the new proposal. There is no limit to the number of times you can resubmit but the learner does need to complete within 2 months from the date they entered EPA.**

Is there a date set for when the project support documents will be on SmartScreen or the EPA page?

**The project support documentation should be available from October 2020**

What happens if the project isn't implemented?

**It is not a requirement that the project is implemented. However, the apprentice in most cases will find it easier to reflect upon should the project go ahead. if it isn't implemented the apprentice would need to say why and still put forward recommendations.**

Would the EPA accept a report like format for showcase with all the evidence in one MS Word document?

**A report would not be sufficient. It would need to be backed up by product evidence, reflective accounts, witness testimonies etc**

Who signs the gateway document in the event of redundancy?

**An email would be required from the previous employer confirming the dates of on programme and confirming the apprentice had been made redundant**

Do we need to register on the standard to access the exemplar projects or can we access them before?

**You need to register the apprentice (normally) at the beginning of their on programme. This is a £25 cost and this gives you access to the exemplar materials.**

What happens if a learner does not have access to customer data, and influence service delivery within their organisation?

**The learner would need to be involved with these key areas and therefore a carousel style of learning would need to be adopted. Please ensure a skills scan is completed to ensure the learner has every opportunity of gathering evidence for all the KSBs**

Is the project a requirement only for level 3 Customer Service Specialist learners?

**Yes, it is only a requirement of the level 3 Customer Service Specialist**

If a student fails EPA are they advised if evidence in their portfolio is weak and which work needs improving? Can portfolio evidence then be altered/replaced before the next EPA?

**Yes, feedback is given to the apprentice regarding which areas of the portfolio have failed. They can amend the evidence and resubmit prior to the resit**

Just to confirm, is the project replacing the showcase?

**No, the three assessment methods are portfolio based PD, a work based project with interview and a practical observation OR witness testimony (dispensation) with Q&As.**

Although they can't start the project until the proposal is accepted, will they be able to use customers' feedback and complaints data that will be gathered from the previous 6 to 12 months?

**Yes, customer feedback and complaints data can be used in the project**

Can the witness testimony be a recorded discussion with the training provider?

**The witness testimony needs to be produced by the witness from the employer. This can be recorded but must follow the guidelines outlined. For further information please see the link to the recorded webinar. <https://www.youtube.com/watch?v=SQRXocs12VU&feature=youtu.be>**

For the portfolio based PD you mentioned a minimum & maximum number of pieces of evidence. Will you accept a "folder" containing several pieces of work as one piece of work or is this limited to actual individual pieces of work, submitted as individual pieces or within a folder?

**A folder containing several pieces of evidence would not count as one piece of evidence. These will be classed as individual pieces**

Is the option for an IEPA observation available for both L2 and L3 Customer Services? I was under the impression that this was not available due to the current situation

***It may be possible to arrange a face to face EPA but this would need to be agreed by the City & Guilds EPA Booking team. All of the required documentation would need to be completed. For further information please see the link below.***

What do we do if the learner has a new manager under 3 months and their previous manager has left. We have asked the learner if they have a mentor or another person (manager) they could ask but they have said there is no one to provide this testimony apart from their current manager who has not managed them for the full 3 months.

***We do have the potential for face to face if this is agreed by all parties. The other option is to delay the EPA until such a time the employer has worked with the apprentice for more than 3 months before writing the WT.***