

Level 2 Customer Service Practitioner End-Point Assessment

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Fee £600

Maximum Funding £3500

Gateway Requirements

Individuals will need to achieve the following prior to undertaking their end-point assessment:

- Apprentices will need to achieve the relevant English and mathematics prior to undertaking their End-Point Assessment. From August 2022 people who start a Level 2 apprenticeship without Level 1 English and Maths will no longer need to automatically attempt Level 2 English and Maths tests to complete their apprenticeship.

Get in touch to find out more

For further information on registering your apprentices on this end-point assessment, contact our team by email or by calling 0115 854 1620.

The Assessment

The apprentice will be assessed against the Customer Service Practitioner requirements. The methods of assessment are:

- Apprentice Showcase
- Practical Observation
- Professional Discussion

Why choose BIIAB?

We specialise in various sectors for end-point assessment. Our experience with the standards for these industries means we know exactly what employers and apprentices need, making the assessment process clear, easy to use and responsive.

We are passionate about apprenticeships and the futures of your apprentices. By conducting high-quality end-point assessment services and ensuring that training providers, employers and apprentices are fully supported throughout, we aim to provide your apprentices with the best start in their career.

British Institute of Innkeeping Awarding Body (BIIAB) is the End-point Assessment Organisation (EPAO) that is approved and registered with the Education and Skills Funding Agency (ESFA) for this apprenticeship. Delivery of this end-point assessment is monitored, on behalf of the Institute for Apprenticeships and Technical Education (IfATE), by the External Quality Assurance Organisation, Ofqual.