



Level 2 Customer Service Practitioner

End-Point Assessment

As part of BIIAB Qualifications Ltd, we specialise in End-Point Assessments for the business and administration sector. Our experience with the standards for this industry means we know exactly what employers and apprentices need. We make the assessment process clear, easy to use and responsive, ensuring that employers and apprentices are fully supported throughout.

About the End-Point Assessment

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Their core responsibility is 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. Their actions will influence the customer experience and satisfaction with the organisation.

Customer service practitioners provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Customer interactions may cover a wide range of situations and can include face-to-face, telephone, post, email, text and social media.

British Institute of Innkeeping Awarding Body (BIIAB) is an Ofqual-recognised End-Point Assessment Organisation. Ofqual regulates and quality-assures our end-point assessments through its regulatory framework. Apprenticeship standards are overseen in England by Skills England.

Fee:

£600

Maximum Funding:

£3500

Gateway Requirements

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

- Level 1 English and mathematics qualifications, where applicable (in line with funding rules)

Typical duration to Gateway: 12 months.

The Assessment

The apprentice will be assessed against the Customer Service Practitioner requirements.

The methods of assessment are:

- Apprentice Showcase
- Practical Observation
- Professional Discussion

Get in touch

For further information on registering your apprentices on this end-point assessment, contact our team by emailing epa@skillsedugroup.co.uk or by calling 0115 854 1620.

