

In2assessments

End Point assessment for

Customer Service practitioner Level 2 - ST0072

Unlocking the potential of Customer Service practitioner

Reliable and fair assessments to validate skills and expertise

What is a customer service practitioner?

A person who delivers high quality products and services to the customers of their organisation. your responsibilities may include one-off or routine contact with customers, dealing with orders, payments, offering advice, meet and greet, sales and after care services. Your interaction with customers may be face-to-face, digital or within a customer's own location.

You will be demonstrating excellent customer service, to influence customer experience and satisfaction with your organisation, through products and services. You will understand the requirements of relevant regulation and legislation when dealing with customers and interactions.

Your Apprenticeship Journey

Minimum duration:

Typical duration 12 months on-programme.

English & Maths qualifications at level 1 and have taken level 2 prior to completion of their on-programme apprenticeship.

End Point Assessment Journey

Gateway

- Met the requirements of minimum length on-programme learning
- Your employer agrees you are ready for end point assessment
- You have the English & Maths qualifications required
- Apprentice Showcase

End point assessment period is 2 months

- Practical Observation
- Professional Discussion
- Apprentice Showcase

Professional recognition

Apprentices completing this standard will be eligible to join the Institute of Customer Service as an Individual member at Professional level.

[Membership * Institute of Customer Service](#)

Contact the relevant professional body for more information.

Why In2assessments

- We operate nationally, with our experienced team of independent assessors to provide fair, safe and reliable assessment
- Each end point assessment is tailored to the needs of the apprentice and site-specific requirements
- Simple to complete online process, for registration through to certification

EPA cost: £700.00

Registration fee £75.00 & Gateway Fee £625.00

Contact us: contact@in2assessments.co.uk

www.in2assessments.co.uk