



Professional
Assessment Ltd

Level 2
Customer Service
Practitioner

ST0072/AP02 October 2018

End-Point Assessment

Programme Duration:
Typically 12 months





The Independent End-Point Assessment

Once a successful gateway review has been completed, the training provider will notify Professional Assessment Ltd (PAL). We will then organise an assessment planning meeting with the employer and apprentice and will advise all parties of the requirements of this meeting. At the planning stage, we will agree timings and dates for all the required assessment components. The end-point assessment begins when PAL confirms that the apprentice has successfully passed through the gateway and has achieved Level 1 in English and Maths.



Summary of the End-Point Assessment process

The apprentice will be assessed to the apprenticeship standard using three discrete assessment methods:

- Assessment method 1 – Apprentice showcase.
- Assessment method 2 – Practical observation.
- Assessment method 3 – Professional discussion.

The assessments take a view of the overall performance of the apprentice in their specific job role. The assessment activities can be completed in any order within the 3-month end-point assessment period.



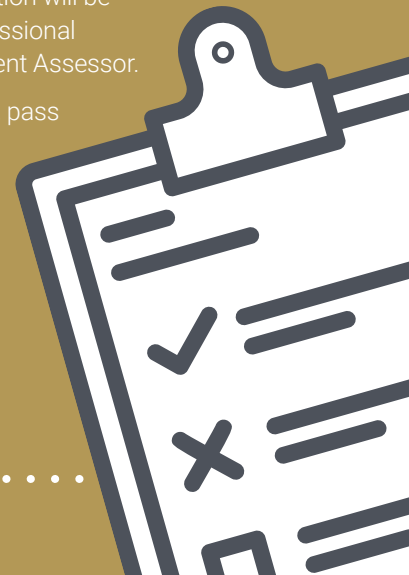
Apprentice Showcase

- The apprentice showcase is compiled after 12 months of on-programme learning and enables apprentices to reflect and present examples of their development over the whole on-programme period.
- The showcase will be assessed against a brief written by PAL.
- The apprentice will select appropriate evidence from the on-programme portfolio to demonstrate the minimum requirements for this method of assessment and to meet the brief.
- The showcase can include elements such as work-based evidence, including customer feedback, recordings, manager statements, and witness statements.
- The apprentice will present their showcase to the independent assessor.
- The independent assessor will interview the apprentice to enable them to delve deeper into the apprentice's learning and experience for a maximum of 30 minutes.
- The showcase is graded fail, pass or distinction.
- Webinar or video conferencing software can be used for the assessment.



Practical Observation with Questions

- The observation involves the independent assessor observing an apprentice undertaking a range of day-to-day workplace activities to allow them to demonstrate their knowledge, skills, and behaviours through naturally occurring evidence.
- The observation and questioning assessment duration is a minimum of 1 hour and a maximum of 90 minutes.
- Each situation within the observation will be different, but it is mandatory that the observation covers as a minimum:
 - Presentation.
 - Equality.
 - Interpersonal skills.
 - Communication.
 - Personal organisation.
- Those areas of the standard which are not able to be evidenced during the observation will be discussed as part of the professional discussion with the Independent Assessor.
- The observation is graded fail, pass or distinction.





Professional Discussion

- The purpose of the professional discussion is to:
 - Clarify any questions the independent assessor has from their assessment of the learner journey and practical observation.
 - Confirm and validate judgements about the quality of work.
 - Explore aspects of the work, including how it was carried out, in more detail.
 - Discuss how the apprentice would behave in specific scenarios, should they not have occurred within the practical observation.
 - Ask questions in relation to personal development and reflection.
- The professional discussion assessment duration is 1 hour.
- The professional discussion is graded fail, pass or distinction.
- Webinar or video conferencing software can be used for the assessment.



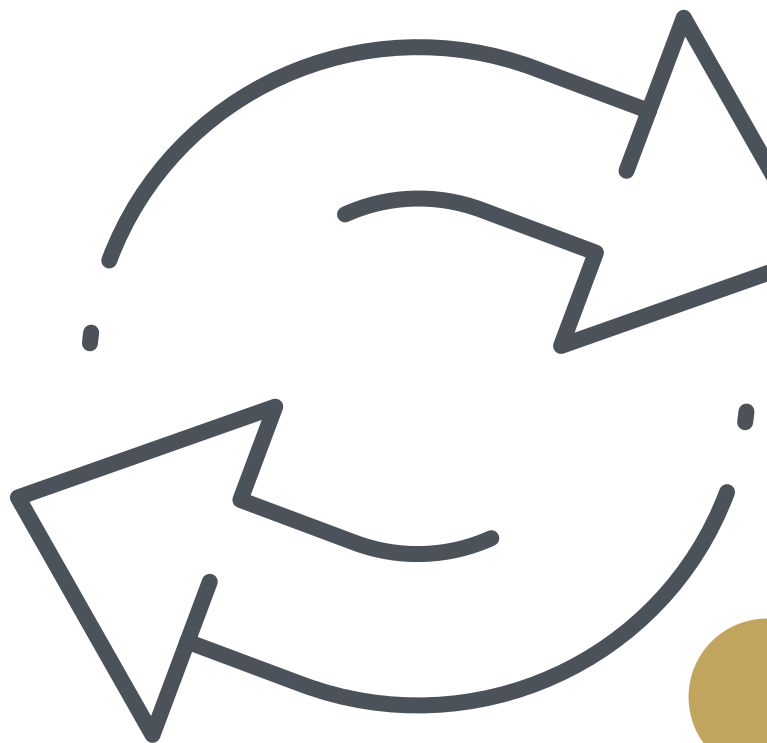
Grading

All end-point assessment methods must be passed for the end-point assessment to be passed overall.

To achieve a pass, the apprentice must achieve all of the pass criteria in all methods of assessment.

To achieve a distinction, the apprentice must achieve all of the pass criteria for all methods of assessment AND each of the following:

- **7 out of 10 (70%)** of the apprentice showcase distinction criteria.
- **4 out of 5 (80%)** of the observation distinction criteria.
- **3 out of 4 (75%)** of the professional discussion distinction criteria.



Resits and Retakes

An apprentice is able to resit/retake any individual assessment component where a pass has not been achieved.

A resit does not require further learning, whereas a retake does. The apprentice's employer will need to agree with PAL that either a resit or retake is an appropriate course of action.

For more information on grading criteria please refer to the apprenticeship standard assessment plan by searching via:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>

For more information on resits, retakes and cancellations please contact: **info@professionalassessment.co.uk**

Independent End-Point Assessment Organisations

Professional Assessment is a registered end-point assessment organisation.

Professional Assessment is responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable, and consistent, in line with the relevant regulatory requirements for end-point assessment.

...find out more

Email: info@professionalassessment.co.uk

Call: **0800 160 1899**

Visit: professionalassessment.co.uk



Professional
Assessment Ltd