



Professional  
Assessment Ltd

Level 3  
Customer Service  
Specialist

ST0071 v1.1

End-Point Assessment

Programme Duration:  
Typically 15 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 2 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 – Practical observation with questions.
- Assessment method 2 – Work-based project supported by an interview.
- Assessment method 3 – Professional discussion supported by a portfolio of evidence.

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. All assessment methods are equally weighted in their contribution to the overall grade.





## Practical Observation with Questions

- The observation with questions involves an independent assessor observing and questioning an apprentice undertaking a range of day-to-day work, as part of their normal duties, in their workplace to allow them to demonstrate their knowledge, skills and behaviours through naturally occurring evidence.
- The observation will include questioning to clarify knowledge and understanding of the activities being observed.
- The observation with questioning will last for 60 minutes (+/-10%), with the questioning taking no more than 15% of the time allowed.
- The observation is graded fail, pass or distinction.



## Work-Based Project supported by an Interview

- The subject of the project report should be agreed with PAL with guidance from the employer in order to allow them to comment on appropriateness for their business. The subject should cover a specific high-level challenge (such as a complaint or difficult situation) that the apprentice has dealt with explaining what it was, what actions they took, what solutions were offered, details of any recommendations made to change a policy or process and any feedback from the customer.
- The written report must be 2500 words (+/- 10%), excluding annexes. All work on the project will be undertaken following the Gateway process over a two-month period.
- The apprentice must submit a written project report to PAL two weeks prior to the interview date.
- The interview with the independent assessor will focus on the written project and supporting annexes.
- The interview will last for 60 minutes (+/-10%).
- The work-based project supported by an interview is graded fail, pass or distinction.
- Webinar or video conferencing software can be used for the interview.





## Professional Discussion supported by a Portfolio of Evidence

- The professional discussion enables the apprentice to make detailed and proactive contributions to confirm their competency and application of the knowledge, skills, and behaviours for this method of assessment.
- The supporting portfolio of evidence is completed during the on-programme period of the apprenticeship and must be submitted to PAL at least two weeks prior to the professional discussion date.
- The apprentice will extract, from their portfolio, evidence which is suitable for supporting them in their professional discussion. This evidence will consist of a minimum of 10 pieces of evidence to a maximum of 15 pieces and related to the standards which apply to the professional discussion.
- The evidence provided must be valid and attributable to the apprentice - the portfolio of evidence must contain a statement from the employer and apprentice confirming this.
- The independent assessor will review the portfolio of evidence and use it to identify areas for the professional discussion – it is not directly assessed.
- The professional discussion must last 60 minutes (+/-10%).
- The portfolio of evidence must be present during the discussion and apprentices will be expected to draw on its contents.
- The professional discussion is graded fail, pass or distinction.
- Webinar or video conferencing software can be used for the assessment.

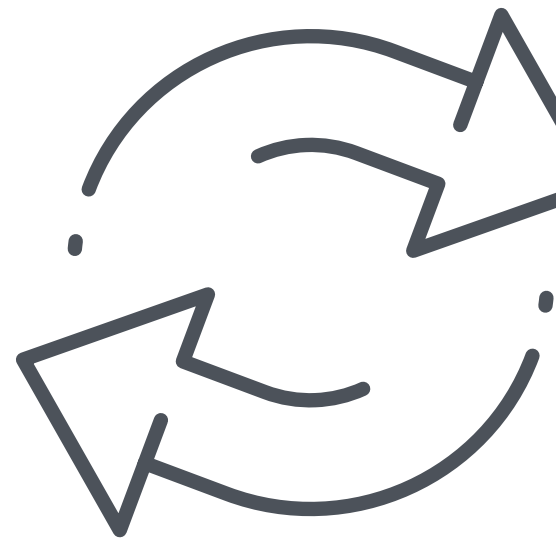


## Grading

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

Pass apprentices must meet all pass criteria in all assessment methods as described in Appendix B of the Customer Service Specialist Assessment Plan.

Distinction apprentices must meet all the pass criteria and distinction criteria in all assessment methods as described in Appendix B of the Customer Service Specialist Assessment Plan.



## Resits and Retakes

If the apprentice fails any part of the end-point assessment, further development must be provided prior to a resit or retake. A retake requires the apprentice to undertake further learning and therefore they would need to go through the Gateway process again.

Apprentices are able to resit/retake any individual assessment component where a pass has not been achieved. If a resit/retake is required, apprentices should complete the resit/retake within 12 months. There is no limit to the number of resits/retakes within the 12 months.

Where any assessment method has to be resat or retaken, the apprentice will be awarded a maximum end-point assessment grade of pass, unless PAL determines there are exceptional circumstances.

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](mailto: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](mailto:info@professionalassessment.co.uk)

Call: **0800 160 1899**

Visit: [professionalassessment.co.uk](http://professionalassessment.co.uk)



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