

# In2assessments

## End Point assessment for

### Customer Service Specialist Level 3 - ST0071

#### Unlocking the potential of Customer Service practitioner

*Reliable and fair assessments to validate skills and expertise.*

#### What is a customer service Specialist?

A person who is direct support for customers, within all sectors and organisation types. They are professional and act as a referral point for dealing with complex or technical customer requests, complaints and queries. You support colleagues with expert knowledge of products and services and share your knowledge across wider teams within the organisation. You will gather and analyse data that influences change and improvements in customer service, using organisational systems and generic IT systems. Ensure your team are informed about relevant legislation and regulations that affect the organisation and maintain compliance within the organisation.

#### Your Apprenticeship Journey

##### Minimum duration:

Typical duration 15 months on-programme.

EPA period 3 months after meeting Gateway requirements

#### 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 level 2 qualifications required
- Portfolio of evidence

##### End point assessment period is 2 months

- Practical Observation with Q&A
- Professional Discussion supported by portfolio of evidence
- Work based project supported by interview

*NB: Work-based project is completed within 2 months from the start of the End Point Assessment period.*

## 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: £800.00**

Registration fee £100.00 & Gateway Fee £700.00

**Contact us: [contact@in2assessments.co.uk](mailto:contact@in2assessments.co.uk)**

**[www.in2assessments.co.uk](http://www.in2assessments.co.uk)**