



PART OF nocn GROUP

LEVEL

3

DURATION

15

MONTHS

MAXIMUM
FUNDING

£4K

CUSTOMER SERVICE SPECIALIST

End Point Assessment from NOCN

Role Profile

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues.

You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

On-Programme: What apprentices need to learn

The required Knowledge, Skills and Behaviours of the Customer Service Specialist apprenticeship standard that the apprentice will be required to learn during the on-programme phase of the apprenticeship, are found on the Institute for Apprenticeships & Technical Education website.

Refer to the [IfATE website](#) for further details on the apprenticeship standard and assessment plan.

Gateway Requirements

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the Level 3 Customer Service Specialist apprenticeship standard.

The apprentice must also have achieved:

- the relevant maths and English qualifications at Level 2
- EPA Portfolio of Evidence

Once this criteria has been met the apprentice can move to End Point Assessment.

End Point Assessment

End Point Assessment is the final stage of the apprenticeship. As defined in the assessment plan, the End Point Assessment for the Level 3 Customer Service Specialist consists of the following events.

Practical Observation

The practical observation will be carried out over one hour (with a 10% variation) and followed by a Q&A for an additional 15 minutes. The NOCN End Point Assessor will conduct the practical at the employment of the apprentices (COVID pending) on a single day. The apprentice may move between areas within the employment. The apprentice will be required to work within a reflective condition of their usual employment and have the opportunity to cover all the KSB's from the apprenticeship standard. The apprentice will be provided with 2 weeks notice for the observation.

Work based project

The work-based project will be designed by NOCN's Technical Leads to ensure that the apprentice's work meets the needs of the apprenticeship end-point assessment, and is relevant to their role. The project's subject, title and scope will be agreed upon between the apprentice, the employer and NOCN as the EPAO. .

NOCN will sign off the project title to confirm its suitability before the project commencing as part of the gateway checks and this will form the first interaction the apprentices has with the End Point Assessor. Due to the often confidential nature of customer service activities, the apprentice must redact from their report any references to clients or customers (including potential customers) by their actual name.

Professional Discussion

The professional discussion, supported by the portfolio will be conducted using Microsoft teams by NOCN as the EPAO. The discussion allows the apprentice to make detailed and proactive contributions to confirm their competency across the KSBs mapped to this method. The professional discussion must last for 60 minutes (with a 10% variation). Only the NOCN End Point Assessor and the apprentice shall be present. NOCN will give the apprentice a minimum of one weeks' notice of when the professional discussion will take place. The apprentice may take their portfolio into the professional discussion and make reference to it throughout.

The professional discussion, supported by the portfolio will be conducted using Microsoft teams by NOCN as the EPAO.

Grading

The end point assessor will assess the apprentice against the knowledge, skills and behaviours of the Level 3 Customer Service Specialist apprenticeship standard and award a fail, pass or distinction for each element.

All EPA methods must be passed for the EPA to be passed overall. To achieve a pass overall, the apprentice must achieve all the pass criteria in all assessment methods. To achieve a distinction overall, the apprentice must achieve all the pass criteria and all the distinction criteria in all assessment methods. All assessment methods are weighted equally in their contribution to the overall EPA grade. Full details of the grading criteria can be found in the [assessment plan](#).

Results and Certification

On successful completion, NOCN will issue an EPA grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

Why Choose NOCN?

NOCN works in partnership with employers and training providers to deliver high quality End Point Assessments.

- An allocated EPA Scheduler as a point of contact
- Face to face and remote overview sessions on EPA requirements and process
- Access to guidance and support materials
- Access to mock assessment materials
- Remote assessment technology
- Robust quality assurance process
- 7 working day turn-around of results
- Feedback provided on unsuccessful assessment attempts