



Pearson

# Customer Service New Standards Q & A

## General

### **When will the current SASE Business Administration Level 2 and Level 3 frameworks close for new starts?**

Information on the removal of SASE apprenticeship frameworks can be located here - <https://www.gov.uk/government/publications/removal-of-apprenticeship-frameworks>

### **Where is PTLS within the new apprenticeship standard?**

Whilst PTLS is not included within new apprenticeship standards, PTLS would be most closely aligned to the behaviours section of the new standard.

### **If we choose to deliver the Pearson BTEC Level 2 Diploma in Customer Service as an optional qualification will we still have standards verifier visits, and will the standards verifier be different to the end point assessor to maintain independence?**

Yes, delivery of the Pearson BTEC Level 2 Diploma in Customer Service will follow business as usual quality assurance process. The standards verifier will be different from the end point assessor.

### **How is the new apprenticeship system fair for small employers and their apprentices?**

The apprenticeship customer service practitioner standard has been developed by employers within the sector, and involved consultation with a range of employers across different sectors and sizes. Further details can be found here -

<https://www.gov.uk/government/publications/apprenticeship-standard-customer-service-practitioner>

## **What is meant by a mandated qualification versus and optional qualification?**

A mandated qualification is one which is identified as a mandatory requirement within the apprenticeship standard. An optional qualification is a qualification that can be used as 'the vehicle' to support a structured programme of teaching and learning during the on-programme apprenticeship phase, but is not a mandatory requirement. The customer service practitioner apprenticeship standard does not mandate a qualification with the exception of English and maths.

## **When should we register our apprentices for end point assessment?**

Apprentices will be required to register for end point assessment at the onset of their apprenticeship programme and then to confirm preferred end point assessment dates 2 months prior to the preferred date.

## **How do I register my organisation to become an approved Pearson centre?**

For information on centre approval please contact your existing Pearson account manager or via our contact details here - <https://qualifications.pearson.com/en/support/support-for-you/work-based-learning/contact-us.html>

## **Off the job training**

### **Can a mock Professional Discussion and/or Observation contribute to the 20% off the job training requirement?**

Yes.

### **Do Pearson require evidence of 20% off the job training before the apprentice can enter the apprenticeship gateway?**

No, the end point assessment organisation is not responsible for monitoring off the job training requirements.

## **Does end point assessment contribute to off the job training requirements?**

No, off the job training relates to the on-programme apprenticeship phase and does not include end point assessment.

## English and maths

### **If an apprentice has GCSEs at grade C or above are they exempt from English and maths requirements? How is this recorded by Pearson**

Yes. This will be evidenced within the Gateway Declaration Form

### **Do apprentices have to take Level 1 and Level 2 English and maths?**

The apprenticeship standard mandates that apprentices will be required to have or achieve Level 1 English and maths and to have taken Level 2 English and maths tests prior to completion of their Apprenticeship -

<https://www.gov.uk/government/publications/apprenticeship-standard-customer-service-practitioner>

### **Are apprentices with GCSEs grade C and above/or equivalent, exempt from English and maths requirements?**

Yes. This will be evidenced within the Gateway Declaration Form.

### **Is English and maths delivery covered within the requirement for 20% off the job training?**

Off the job training requirements relate only to the knowledge, skills and behaviours requirement of the standard. Functional skills delivery and assessment sits separately.

# Quality Assurance

## **How are end point assessments fair and standardised across different apprentices, environments, organisational sizes and sectors?**

It is the role of the end point assessment organisation through its quality assurance procedures to ensure standardisation and fairness of end point assessment decisions. The external quality assurance organisation will regulate the practices of end point assessment organisations.

## End Point Assessment

### **Can on-programme portfolio evidence or evidence from an optional qualification contribute towards End Point Assessment, specifically the Apprentice Showcase?**

Task 3 of the apprentice showcase requires the apprentice to reflect on work-based practice that is evidenced during the on-programme phase of the apprenticeship. Where the content of the qualification and end point assessment overlaps, evidence can be recycled.

### **Can apprentice evidence produced on-programme be submitted for End Point Assessment, for example can an on-programme portfolio be given to the independent assessor to assess?**

No, evidence submitted to the independent assessor during End Point Assessment has to be generated after the assessment gateway. However on-programme evidence can contribute towards end point assessment in the form of reflecting on work-based practice.

### **Will the apprentice have to submit real life evidence to authenticate the professional discussion?**

The end point assessor will not be requesting to see evidence of authenticity during the Professional Discussion, however apprentices will be required to provide real life examples for some questions.

## **Are all three end point assessment components conducted on the same day?**

Each assessment component will be conducted on a date agreed by the employer, apprentice and end point assessor. This may be concurrently on the same day or at separately agreed intervals/dates.

## **Can the apprentice showcase include recordings of customer interactions / telephone calls?**

Yes, any evidence submitted by the apprentice within the apprentice showcase, including electronic evidence will need to be accessible to the end point assessor.

## **Who is an independent end point assessor?**

The definition of an independent end point assessor is documented within the apprenticeship standard assessment plan -

<https://www.gov.uk/government/publications/apprenticeship-standard-customer-service-practitioner>

## **Will apprentices, employers and apprenticeship training providers be given guidance on the requirements of the apprentice showcase?**

The Apprentice Showcase is a summative portfolio in which apprentices will demonstrate, with the support of appropriate work-based evidence, how they have applied and used the identified knowledge, skills and behaviours to the required standards in their everyday work practice. The Apprentice Showcase is compiled against an assessment brief produced by Pearson and is included within the Pearson Level 2 End-point Assessment for Customer Service Practitioner specification. The specification also provides information on the delivery conditions for completing the Apprentice Showcase assessment.

## **How long will the observation last for?**

It is anticipated that the observation component of end point assessment will last for approximately one hour.

## **Can the Apprentice Showcase be submitted in a combination of formats e.g presentation and written form?**

Apprentices may submit their apprentice showcase electronically or in hard copy for marking by the end-point assessor. Apprentices also have the option of submitting their

evidence by delivering a presentation, which must be recorded and the recording submitted with any supporting presentation slides. The presentation can be delivered to the trainer/employer or to the end-point assessor, depending on the specific arrangements made during the planning and scheduling meeting. To ensure fairness and consistency, trainers/tutors and end-point assessors cannot question or probe the apprentice's evidence during or after the presentation.

### **Will Pearson end point assessment services support e-portfolios, specifically for the apprentice showcase submission?**

Yes, if evidence presented within the apprentice showcase reflects on evidence located within an e-portfolio, then the apprentice/employer must ensure that this evidence is accessible by the end point assessor.

### **Is the estimated duration of 8 hours for the Apprentice Showcase continuous?**

No.

### **Will there be a pre-produced criteria sheet against which the observation is being assessed?**

Yes, Independent end-point assessors will assess apprentices' performance in the Practical Observation using the pass and distinction performance criteria contained within the end point assessment specification.

### **Where can end point assessment criteria be found?**

End point assessment criteria can be found in both the apprenticeship assessment plan and the Pearson end point assessment specification.

### **Do apprentices have to pass each assessment component in order?**

No, the three end point assessment components should be taken in sequential order but do not act as hurdles to the next component.

## **Do apprentices have to pass each assessment component to successfully achieve their apprenticeship?**

Yes, all pass criteria across each of the three assessment components must be achieved to pass the apprenticeship.

## **Can the observation and professional discussion be taken on the same day?**

Yes.

## **Will end point assessors ask apprentices the same questions during the professional discussion?**

Apprentices will be asked a series of questions by the independent end-point assessor based on the standard outcomes and designed to draw out evidence against Pass and Distinction grade criteria.

## **Grading**

### **When will grading be given and what is the timeframe?**

Grading will be provided by the end point assessor on completion of end point assessment. We anticipate that a grade will be issued within 3 working days of completion, confirmation will follow in due course.

### **Why is there no merit within the grading?**

The grading for this apprenticeship standard was developed by the employer group who opted for a manageable approach to grading. Two grade boundaries were defined; Pass and Distinction.

## **Assessment Gateway**

### **Is the Assessment Gateway agreement between the employer, learner and provider a formally signed document?**

Assessment Gateway evidence supported by a Gateway Declaration Form signed by the employer and apprentice will be given to the independent end point assessor prior to end

point assessment commencing. A copy of this form is included within the end point assessment specification.

## Funding and costs

### **Can you clarify the funding guidelines for non-mandatory qualifications within apprenticeship standards?**

Funding cannot be used for the registration / examination / certification costs of non-mandated qualifications. Funding can be used for some or all of the delivery where there is clear overlap between this training and the knowledge, skills and behaviours needed for the apprenticeship standard. Please see slide deck for further information.

### **Can the levy be used to cover end point assessment costs?**

Yes. The funding band assigned to this apprenticeship standard includes end point assessment.

### **Will the cost of English and maths sit with providers/employers or is it part of the end point assessment fee?**

English and maths up to level 2 is funded separately via providers and not within apprenticeship funding bands.

### **Is the cost of the Pearson BTEC Level 2 Diploma in Customer Service included in the end point assessment registration?**

Registration to the Pearson BTEC Level 2 Diploma in Customer Service is included within the fee for Pearson end point assessment services - there is no additional qualification registration fee. Please note qualification registration is optional and is not a mandated requirement of the apprenticeship standard.

### **When will end point assessment fees become payable?**

End point assessment fees will be payable under split invoicing terms. £100 on initial registration and the outstanding balance on completion.

## **Do re-sits incur additional costs?**

Updated guidance on resit fees will follow in due course however resits will incur additional fees.

## **Is the cost of the Pearson BTEC Level 2 Diploma in Customer Service included in the end point assessment registration?**

Registration to the Pearson BTEC Level 2 Diploma in Customer Service is included within the fee for Pearson end point assessment services - there is no additional qualification registration fee. Please note qualification registration is optional and is not a mandated requirement of the apprenticeship standard.

## **What is the fee for end point assessment using the partnership model?**

£350.00. For further information on Partnership end point assessment delivery, please contact your Pearson account manager.

## **Partnership**

### **Can our in-house assessors be used to undertake end point assessments for other local training providers?**

Pearson are happy to explore opportunities to partner on the delivery of end point assessment. Please contact your Pearson account manager to discuss further.

### **What is the partnership delivery model for end point assessment?**

Please see the webinar slide deck for guidance on the requirements for Partnership delivery of end point assessment.

### **Can assessors apply directly to Pearson to become an End Point Assessor rather than our Training Provider organisation set up a separate legal assessment entity?**

Yes, Pearson are actively recruiting for End Point Assessors and expressions of interest can be submitted here -

[https://home.edexcelgateway.com/pages/Job\\_List\\_All.aspx?searchtype=all](https://home.edexcelgateway.com/pages/Job_List_All.aspx?searchtype=all)

## Re-sits

### **Will the end point assessor provide feedback as to whether the apprentice has passed or failed end point assessment?**

Yes, the end point assessor will provide feedback on the outcome of end point assessment.

### **How long does an apprentice have to wait before re-sitting a failed end point assessment component?**

The timescales for re-sits will be agreed on a case by case basis. However, multiple assessment opportunities are not expected; all parties should be confident that the apprentice is ready to start the end-point assessment with practice runs taking place before formal assessment is completed. Should the apprentices fail any part of the end-point assessment further development must be provided prior to a resubmission or re-take.

### **If apprentices fail an apprenticeship component, do they have to re-sit the entire end point assessment or only the component they failed?**

If a component is failed then the apprentice only has to re-sit the failed component.

### **Are there limits on how many times an apprentice can undertake end point assessment or components of end point assessment?**

Pearson as an end point assessment organisation do not restrict the number or re-sits an apprentice can take, however re-sits must not be used to improve grades above a Pass and they must not provide an apprentice with an unfair advantage over others.

### **If an apprentice fails end point assessment or components of end point assessment can they only achieve a pass within a re-sit?**

The policy on grade capping is yet to be published however we anticipate that grade capping will apply after a defined number of re-sits. This response will be updated in due course.

## Certification

### **Will apprentices receive a Pearson certificate upon successful completion of their apprenticeship?**

Apprentices who successfully complete end point assessment will achieve their apprenticeship certificate. Apprentices will also be awarded a separate Pearson end point assessment certificate. Apprentices who complete an optional qualification, e.g. Pearson BTEC Diploma in Customer Service will also be awarded the qualification.

### **Who will be responsible for claiming the apprenticeship completion certificate?**

End point assessment organisations will be responsible for claiming apprenticeship completion certificates for apprentices who successfully complete end point assessment.

### **Will an apprenticeship completion certification be awarded without evidence of English and maths achievement?**

No, Apprentices will have to evidence achievement of English and maths requirements in order to successfully complete their apprenticeship.

## Apprentice 360

### **Do we have to register for End Point Assessment at the beginning of the Apprenticeship to use Pearson Apprentice 360?**

Yes, Pearson Apprentice 360 when published is inclusive within the cost of End Point Assessment.

### **Does Apprentice 360 include real learning materials, in addition to amplification and will the resources cover all the teaching and learning content in the specification?**

Yes. It will cover all the teaching and learning content in the specification for the sectors it covers.