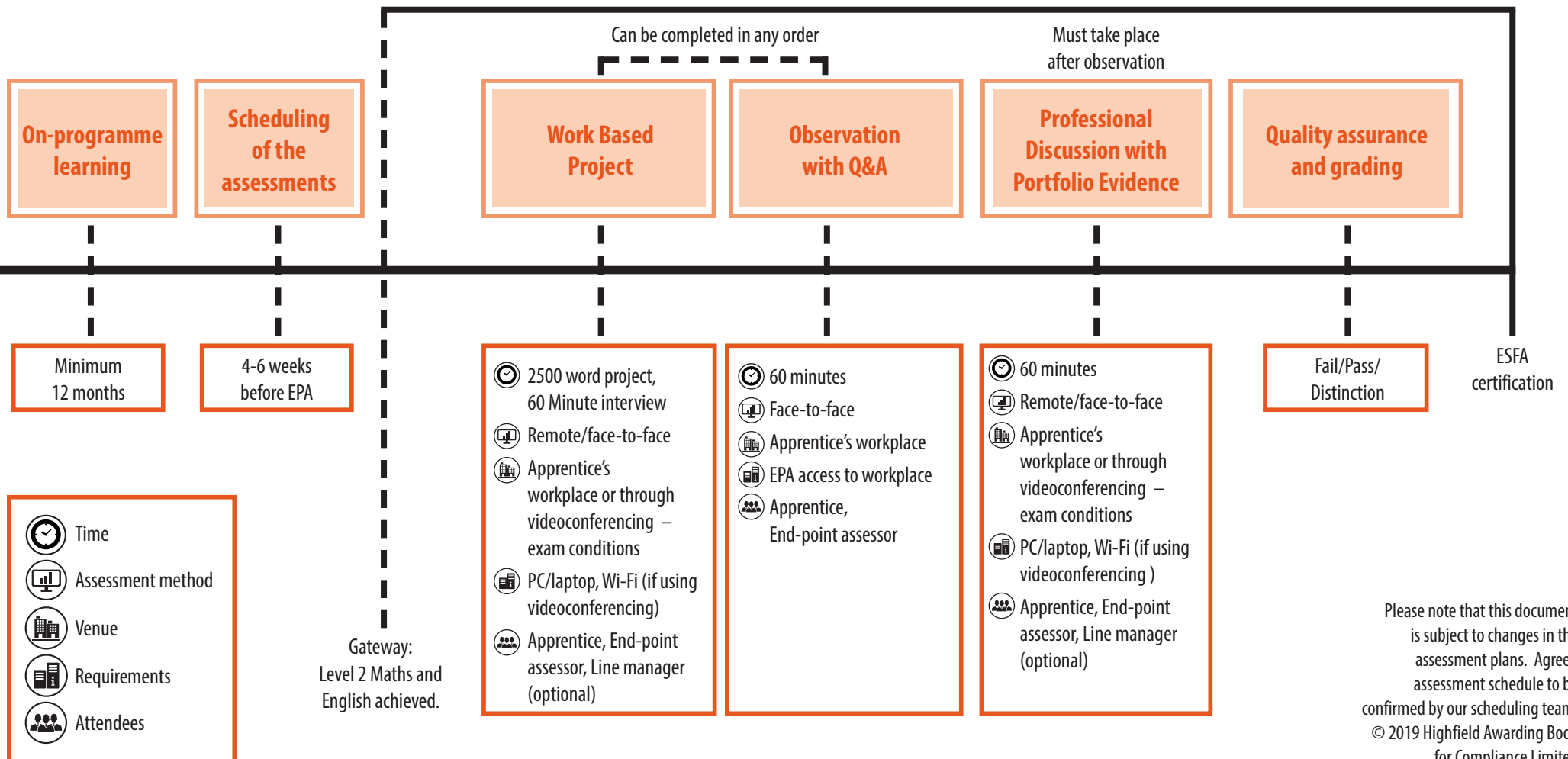


LEVEL 3 CUSTOMER SERVICE SPECIALIST

APPRENTICE END-POINT ASSESSMENT JOURNEY



This is the order of events for an apprentice undertaking the Level 3 Customer Service Specialist Apprenticeship including our standard end-point assessment process.



Please note that this document is subject to changes in the assessment plans. Agreed assessment schedule to be confirmed by our scheduling team.
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