

# Level 2 Customer Service Practitioner

EPA-Kit

## Gateway

- How to prepare for gateway
- Gateway readiness
- Customer service practitioner gateway readiness report

# Gateway

## How to prepare for gateway

After apprentices have completed their on-programme learning they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have:

- achieved Level 1 English
- achieved Level 1 maths
- taken Level 2 English test
- taken Level 2 maths test

Therefore, apprentices should be advised by employers and providers to gather this evidence throughout their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

The meeting should last around an hour, during which the following form will be completed and agreed by all 3 parties. This form should then be submitted to Highfield to initiate the end-point assessment process.

# Customer Service Practitioner Gateway Readiness Report

(Standard Version: 2015; Assessment Plan Version: 17 January 2017 ST0072/AP02)

This employer and apprentice gateway readiness report has been designed to be used during the formal gateway meeting. This meeting and the completion of the gateway readiness report must be completed on or after the apprenticeship on-programme end date and should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme, such as the line manager/employer or mentor, the on-programme trainer/training provider and/or a senior manager (as appropriate to the business). During the meeting, the apprentice, employer and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship standard during their on-programme training. This document should be used to log the outcomes of the meeting and can be submitted to the end-point assessment organisation as evidence of the apprentice's readiness to enter the gateway and commence end-point assessment.

**Please note:** a copy of the standard should be made available to all attendees during the gateway meeting.

## **Reasonable adjustments and special considerations**

Highfield Assessment has measures in place for apprentices who require additional support. Please refer to Highfield Assessment's Reasonable Adjustments Policy for further information/guidance.

## **ID requirements**

Highfield Assessment will need to ensure that the person undertaking an assessment is indeed the person they are claiming to be. All employers are therefore required to ensure that each apprentice has their identification with them on the day of the assessment, so the end-point assessor can check it.

Highfield Assessment will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, travel card, etc.