

Customer Service Practitioner Gateway Readiness Report

(Standard Version: 2015; Assessment Plan Version: 17th 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 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 the 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.

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

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

Apprentice's name:	Apprentice's job title:	
Employer's organisation:	Training provider's organisation:	
Employer's name:	Training provider's name	
Employer's job title:	Training provider's job title:	
		Office use: HA check
Apprenticeship start date:	Apprenticeship on programme end date	Min.duration
		Y/N
Standard title:	Gateway meeting date:	
EPA start date:	EPA End date:	
		Y/N

Pre-requisite requirements

Before the discussion takes place about the apprentice's achievement of the standard, the apprentice must confirm to the employer that they have achieved any pre-requisite requirements:

Pre-requisite requirement	Achieved by the apprentice? Y/N	Evidence	Office use: HA check
Maths L1	Y/N		Y/N
English L1	Y/N		Y/N
Attempted L2 maths and English	Y/N		Y/N
		HA first line sign off:	
		HA second line sign off:	

Apprentice Showcase

Apprentice Showcase Format	(Tick to Confirm)
Presentation	
Report	

Achievement of the apprenticeship standard

The following table should be completed by the employer to log how the apprentice has met each of the standard subject areas. This can be discussed through Q&A, and/or the apprentice may present evidence that can be reviewed during the meeting to show their achievement of the different part of the standard. Following the Q&A and presentation of evidence, the employer should log this information in the table below along with their comments, and then make a judgement as to whether the apprentice has successfully achieved all the subject areas in the standard.

Apprenticeship standard review		
Standard subject area	Assessment Ready?	Comments
Knowing your customers	Y/N	
Understanding the organisation	Y/N	
Meeting regulations and legislation	Y/N	
Systems and resources	Y/N	
Your role and responsibility	Y/N	
Customer Experience	Y/N	
Product service and knowledge	Y/N	
Interpersonal skills	Y/N	
Communication	Y/N	
Influencing skills	Y/N	
Personal organisation	Y/N	
Dealing with customer conflict and challenge	Y/N	
Developing self	Y/N	
Being open to feedback	Y/N	
Team working	Y/N	
Equality- treating all customers as individuals	Y/N	
Presentation- dress code, professional language	Y/N	

“Right first time”	Y/N	
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Gateway meeting outcome

Based on the information discussed and evidenced during the gateway meeting, which is documented in the tables above, the following outcome has been agreed:

Gateway meeting outcome			
Has the apprentice successfully achieved all the criteria of the apprenticeship standard while on-programme?	Y/N	If so, is the apprentice ready for end-point assessment?	Y/N
<p>Should any parts of the gateway readiness not be complete, or answered ‘no’, then the apprentice is deemed not ready for end-point assessment and a period of additional training and preparation must take place.</p> <p>After the completion of this additional support the gateway readiness report must be completed again. For further support please contact your employer engagement officer at Highfield Assessment.</p>			
<p>The apprentice is aware that during the end-point assessment some footage may be recorded and stored for quality assurance purposes using either video or audio equipment and gives their consent for this.</p>			
<p>The decisions above have been agreed by the following parties.</p> <p>Declaration:</p> <p>By signing this form, the signatories below confirm that they understand and agree to the following:</p> <ol style="list-style-type: none"> 1. The apprentice has completed the mandatory on-programme elements of the apprenticeship and is ready for end-point assessment with Highfield 2. That all evidence used within any assessment or presented to Highfield is the apprentice’s own work and does not infringe any third-party rights 3. The apprentice meets all Highfield’s and ESFA’s requirements, including that relating to eligibility to be put forward for end-point assessment 4. Highfield will not end-point assess any apprentices prior to the expiry of 372 days from the apprenticeship start date that is recorded on the ILR and this document (as per the ESFA’s requirements) 5. The apprentice has been on-programme for the minimum duration required by the ESFA and assessment plan (as referenced in 4 above) 6. The apprentice has achieved the minimum pre-requisite maths and English achievement (Level 1) and attempted the Level 2 as detailed in this document and on the Assessment Plan <p>In addition, it is agreed that, if they are successful, Highfield may apply to the ESFA for the apprenticeship certificate on the apprentice’s behalf.</p>			

The undersigned also acknowledge and accept that, in the event that any of the above requirements are not met, Highfield will be unable to end-point assess the apprentice. Furthermore, in such circumstances Highfield may draw any defaults to the attention of the ESFA or any other relevant authority/organisation.

Employer's name:	Employer's signature:	Date:
Training provider's name:	Training provider's signature:	Date:
Apprentice's name:	Apprentice's signature:	Date: