

# Level 3 Customer Service Specialist

EPA-Kit

## The Highfield Approach

- Documents used in developing this end-point assessment
- Specific considerations

# The Highfield Approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

## Documents used in developing this end-point assessment

Standard (2018)

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-specialist/>

End-point assessment plan (16<sup>th</sup> May 2018)

[https://www.instituteforapprenticeships.org/media/1777/st0071\\_customer-service-specialist\\_l3\\_ap-for-publication\\_15052018.pdf](https://www.instituteforapprenticeships.org/media/1777/st0071_customer-service-specialist_l3_ap-for-publication_15052018.pdf)

## Specific considerations

In accordance with the customer service specialist assessment plan:

All of the evidence criteria used within this end-point assessment have been taken directly from the customer service specialist assessment plan.