

Customer Service Specialist Gateway Readiness Report

(Standard Version: 2018; Assessment Plan Version: 10th May 2018 ST0071/AP01)

Apprentice's details

Apprentice's name:	Apprentice's job title:	
Employer's organisation:	Training provider's organisation:	
		Office use: HA check
Apprenticeship start date:	Apprenticeship on programme end date:	Min.duration (Y/N)
Gateway meeting date:		
Has the apprentice taken any part of the end-point assessment for this apprenticeship standard with any other End Point Assessment Organisation?		

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?	Evidence
Maths Level 2		
English Level 2		
Completed Project Proposal		

Office use only:	
Highfield Assessment Sign off	

Gateway Review

The gateway review should be completed by the employer, supported by the training provider, to record how the apprentice has met each of the standard subject areas. This can be discussed through a Q&A, and/or the apprentice may present evidence that can be reviewed during the meeting to show their achievement of the standard.

The employer, supported by the training provider, must agree that the apprentice is, in their view, competent in the role and therefore ready to undertake the end-point assessment. This should be recorded in the table below, along with any comments.

Gateway Review		
Standard area	Assessment Ready? (Y/N)	Comments
Business Knowledge and Understanding		
Customer Journey Knowledge		
Knowing your customer and their needs/Customer Insight		
Customer service culture and environment awareness		
Business focussed service delivery		
Providing a positive customer experience		
Working with your customers/customer insights		
Customer service performance		
Service Improvement		
Develop self		
Ownership/Responsibility		
Team Working		
Equality		
Presentation		

Gateway Meeting Outcome

Should the apprentice not be assessment-ready, a period of additional training and preparation must take place. Following the additional training and preparation, the Gateway Readiness Report must be completed again.

If the apprentice is assessment-ready, the following declaration must be signed by all parties and the Gateway Readiness Report submitted to Highfield Assessment.

Declaration:		
By signing this form, the signatories below confirm that they understand and agree to the following:		
<ol style="list-style-type: none">1. That the apprentice has completed the mandatory on programme elements of the apprenticeship and is ready for end-point assessment with Highfield2. That all evidence used within any assessment or presented to Highfield is the apprentice's own work and does not infringe any third-party rights3. That evidence may be recorded and stored for quality assurance purposes using either video or audio equipment4. That the apprentice meets all Highfield's and Education and Skills Funding Agency ("ESFA") requirements, including that relating to eligibility to be put forward for end-point assessment5. That the apprentice has been on-programme for the minimum duration required by the ESFA and Assessment Plan6. That the apprentice has achieved the minimum pre-requisite maths and English achievement as detailed in this document and on the Assessment Plan7. That the apprentice, if successful, gives permission for Highfield to request the apprenticeship certificate from the ESFA who issue the certificate on behalf of the Secretary of State.		
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.		
Signed on behalf of the employer by:	Signature:	Date:
Signed on behalf of the training provider by:	Signature:	Date:
Apprentice's name:	Signature:	Date: