

# Highfield Assessment

## Gateway Readiness Report

APPRENTICESHIP PROGRAMME DETAILS		Highfield Use Only <i>(initials)</i>
<b>Highfield Level 3 End Point-Assessment for Customer Service Specialist (AP02)</b>		
Apprentice name		
Apprentice job title		
Employer organisation		
Training provider organisation		
Apprentice start date on-programme		
Apprentice last day of learning		
Gateway meeting date <i>(this should be on or after the last day of learning)</i>		
Has the minimum apprenticeship duration of 12 months been met, as defined in the ESFA funding rules?		
The typical duration requirement of this standard is 15 months. Has the typical duration been exceeded by 6 months or more? If yes, please provide reasons for this below.		
Has the apprentice taken any part of the end-point assessment for this standard with any other end-point assessment organisation?		

PREREQUISITE REQUIREMENTS			
Prerequisite requirement	Achieved by the apprentice	Evidence type provided (e.g. PLR, certificate, screenshot)	Highfield Use Only (initials)
Achieved English L2			
Achieved Maths L2			
Completed project proposal			

GATEWAY REVIEW		
<p>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&amp;A, and/or the apprentice may present evidence that can be reviewed during the meeting to show their achievement of the standard.</p> <p>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.</p>		
Standard area	Assessment ready?	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		

<b>Equality</b>		
<b>Presentation</b>		

### 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:**

- 1. That the employer has selected Highfield as their end-point assessment organisation and agrees to the negotiated price**
- 2. That the apprentice has completed the mandatory on programme elements of the apprenticeship and is ready for end-point assessment with Highfield**
- 3. 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**
- 4. That evidence may be recorded and stored for quality assurance purposes using either video or audio equipment**
- 5. 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 assessment**
- 6. That the apprentice has been on-programme for the minimum duration required by the ESFA and assessment plan**
- 7. That the apprentice has achieved the minimum pre-requisite maths and English achievement as detailed in this document and on the Assessment Plan**
- 8. 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.

SIGNATURE PANEL			Highfield Use Only <i>(initials)</i>
Signed by apprentice (name)	Signature	Date	
Signed on behalf of employer by (name)	Signature	Date	
Signed on behalf of training provider by (name)	Signature	Date	