



A GUIDE TO

Writing witness testimonies

Witness Testimonies

This guidance is for those writing or audio recording witness testimonies as an 'expert witness' for apprentices completing their practical skills or observation test using the approved dispensation.

This could be the first time that you have been required to complete a witness testimony. With this in mind, we have created this document to give you hints and tips to help you with the structure and content required as part of the witness testimony for the apprenticeship standard you are supporting.

Witness testimonies provided must be completed by a witness who is working at a line management level above the apprentice. They must also have worked with the apprentice for at least 3 months during their apprenticeship. Additionally, they must provide dates of when specific activities were witnessed. The requirements for witnesses may be different for each apprenticeship standard. Therefore please refer to the relevant dispensation guidance via the Highfield Assessment website at www.highfieldassessment.com/end-point-assessment-resources.

Witness testimonies can be written or recorded in the present or past tense, i.e., 'Dave is ensuring the customer wants to proceed....' or 'Dave ensured the customer wanted to proceed...'. You should refrain from giving opinions on how well (or not) you think the apprentice doing. Instead, state facts as you see them that are relevant to the assessment criteria that needs to be covered.

Prepare

Hints and Tips

When writing the witness testimony, keep it relevant to the assessment criteria listed and think about the following.

- What - detail what you are observing or have observed the apprentice completing, 'say what you see'. This may be written or recorded and annotated with authenticity, date and time stamps.
- How - this is where the detail comes in. Remember the end-point assessor is not there with you and so needs an understanding of how apprentices are completing their tasks.
- Where - to provide a context to the end-point assessor, you should detail where activities are taking place. You may annotate evidence you have seen, such as records, reports, etc.
- When - provide timings where you can and describe the order of tasks completed. This provides a 'story' to the end-point assessor. If over separate occasions include all dates.
- Who - remember to detail the interactions with the customer and any colleagues involved. This may include where the apprentice has asked for assistance or wanted to check something as part of standard operating practices. Be conscious of confidentiality and provide no personal details of the apprentice.

Key point

The witness testimonies provided must cover the assessment criteria that would normally be demonstrated during the practical observation. You should also refer to the Highfield Assessment witness testimony guidance tool kit and EPA kit. These can be found at www.highfieldassessment.com/end-point-assessment-resources by selecting the sector relevant to the apprenticeship standard you are supporting.

KEYpoint

End-point Assessment Witness Testimony Record - Example

Standard:	Level 2 Customer Service Practitioner		
Apprentices's Name:	Maggie McGhee	Apprentices's D.O.B:	06/04/01
Place of Work:	Kitchen Supplies Ltd.	Date:	22/07/21

Please include dates when referring to specific activities that the apprentice has completed.

Witness testimony narrative	Assessment criteria
<p>Maggie starts her shift by logging onto her computer at 9am on Monday, 19th July, 2021, she is dressed smartly and wearing her name badge. Her first port of call is to check emails and handovers from the day before. Whilst checking through these she notices that one of these handovers is from her colleague asking her to call a customer to discuss some prices for a kitchen they want. Maggie notes this in her diary as an urgent and highlights with a highlighter. As she continues checking the emails, she responds to one which has come from a supplier. The issue is that a product that Maggie had ordered was currently out of stock for the foreseeable. Maggie replies by suggesting she will contact the customer to discuss this and be back in touch once she has a conclusion. Once again, Maggie marks this in her diary as urgent and highlights as before.</p>	B17.1
<p>Maggie then receives a phone call from a customer looking to settle their bill. The customer is a joiner who uses the company regularly and Maggie engages in friendly conversation whilst she brings up the customer's file. Once the details are on screen, Maggie asks the customer to confirm their details, she then confirms the amount outstanding before asking the customer to input their payment details using the touch pad on their phone. Once complete, Maggie informs the customer that the payment has been received and that a receipt has been emailed to them. Maggie asks the customer if there is anything else she can help with before the customer declines and they end the call.</p>	S8.1, S8.2
<p>Maggie then moves on to complete the urgent jobs. The first of which is to call the customer to discuss prices. Before she calls, Maggie checks in with her colleague to get further information on this case. The colleague mentions that the customer is elderly and has changed her mind on a number of occasions, Maggie asks if the customer needs any specific requirements and the colleague mentions that she may have difficulty hearing. Maggie brings up the customer's details currently on file and makes the call. Once through to the customer, Maggie repeats back in detail to confirm her understanding and ensure no details were missed before inputting the information on the system.</p>	S8.3, S8.6 B18.1 S9.4, S9.5, S9.6



Witness testimony narrative	Assessment criteria
<p>Once all items are considered, Maggie tells the customer of the total price. The customer has suggested that the price quoted is too high and she would be unable to pay unless they could give her a discount for senior citizenship, Maggie explains that this is not something which she can offer but suggests a similar kitchen suite which is priced lower and explains to the lady that it is just as nice. She asks the customer if they have the brochure handy and asks her to turn to the relevant page to see the kitchen suite for herself. The customer is unsure so Maggie suggests that there is a demo of this kitchen set up in their branch and that the customer is welcome to see it for herself. The customer is keen on this and agrees to come in later that afternoon. At this point Maggie ends the call and adds to the customer's file that they will be in store to view the following day.</p>	<p>S8.5 B18.3 S9.7, S8.4 B16.1 B17.2 B18.5</p>
<p>Maggie then moves on to her next urgent diary entry to inform a customer of stock shortages of the items they require. She immediately brings up the customer's file and notices that this order has been ongoing for some time. Maggie dials the number and as the customer answers she informs them of the stocking issue. The customer is instantly unhappy and demands the order be cancelled and that he will take his custom elsewhere. Maggie calmly apologises and mentions that she is aware the situation has been ongoing for too long and that she will find a solution. The customer demands to speak to a manager so Maggie puts them on hold and speaks to her branch manager explaining the situation. The manager says they are unable to deal with it as they are already with a customer but suggests Maggie offers the customer a 10% discount as a good will gesture. Maggie goes back to the customer with this offer and he immediately calms down. Maggie clarifies that the discount would cover this entire order only and no subsequent purchases. She then asks the customer if they would like to discuss other products which may be in stock, to which he accepts and Maggie suggests 3 different suites that the customer may be interested in. Each of these she gives him the product code to search on the website. The customer settles on a kitchen and asks Maggie to check now if these are definitely in stock before placing the order. Maggie puts him on hold and contacts the warehouse. The product is in stock and Maggie informs the customer who then proceeds with his order. Maggie reiterates her apologies and asks if there is anything else she can do for the customer.</p>	<p>S9.8, B18.6, B18.2 B16.2</p>
<p>On Tuesday 20th July 2021, the elderly customer that Maggie was helping to choose a kitchen came in to see the product that Maggie had recommended in real life. Maggie had asked her colleagues to inform her of when she arrived so she could show the lady around.</p>	<p>S9.1</p>
<p>The first thing Maggie did was show the lady her initial preference, she then moved onto Maggie's suggested kitchen which was within the customer's price range. Maggie demonstrated the fittings, cupboards, oven and hob and explained the materials in comparison to the more expensive option. The customer had brought.</p>	<p>B18.3</p>

Expert Witness Declaration

I can confirm that this witness testimony is a true reflection of the apprentice's abilities. I confirm that I am a competent person and work at a line management level that is above the learner's current level. I can confirm that I have worked with the apprentice for at least 3 months during their apprenticeship.

Expert witness's job
role:

Assistant Manager

Expert witness's
name:

John Jones

Expert witness's
signature:

John Jones

Date:

22/07/21



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