

# Level 2 Customer Service Practitioner

(remote assessment\*)



EPA fee  
**£500**

## INTRODUCTION

The role of a Customer Service Practitioner is to meet each customer's requirements across all channels, whether through face-to-face contact, over the phone, by email or via social media.

## ASSESSMENT

- Apprentice showcase
- Practical observation
- Professional discussion

### REASSESSMENT FEES

### FEES

Apprentice showcase	£125
Practical observation	£140
Professional discussion	£140

\*Where live assessments are requested, the live assessment will be conducted at the premises of the employer or nominated venue at the cost of the employer, and a further fee of £150 plus VAT will be charged, including for resit fees.

## WHAT YOUR FEE COVERS

### Apprentice resources

- EPA eResources, including:
  - Apprentice toolkit
  - EPA timeline
  - 'Preparing for...' eLearning
  - KSB microlearning units
- Resources

### Training provider resources

- On-programme checklist
- Gateway checklist
- Toolkit video overview
- Lecture packs

\*To offer mandated or recommended qualifications as part of an apprenticeship programme, providers will need to gain Active IQ centre approval.



#beginwithbetter

[www.activeiq.co.uk](http://www.activeiq.co.uk)