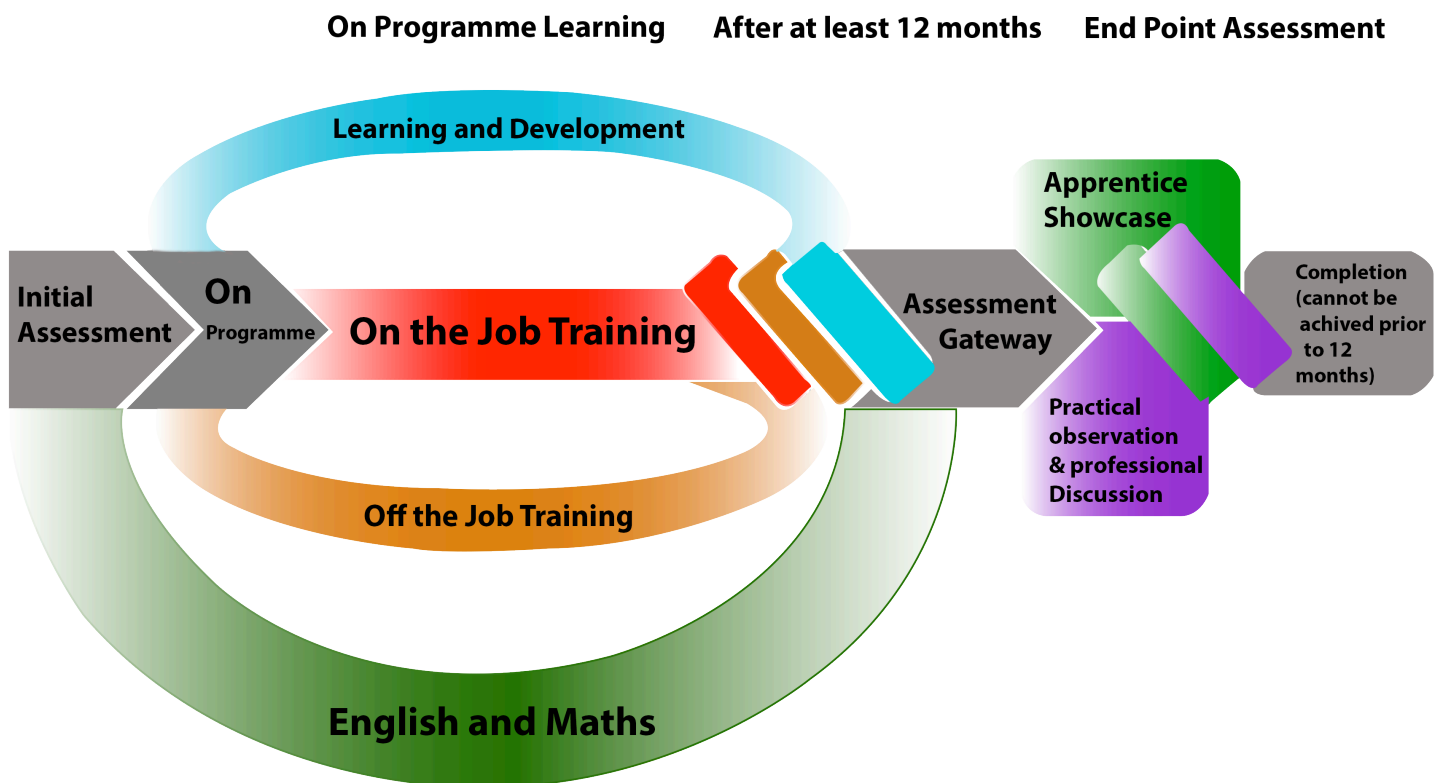


# Customer Service Practitioner Level 2 Assessment Plan

## Summary of Assessment

This should be read in conjunction with the standards. The whole programme will be completed in no less than 12 months. In agreement with the apprentice, employer and provider, the apprentice may start the end point assessment at the earliest after 12 months on programme.



**\*Employer & Provider determine when apprentice is ready to Proceed to the end point assessment providing 12 months have passed.**