



Customer Service Practitioner Level 2 (ST0072/AP02)

Tooling and Resource List

Assessment centres must have a suitably controlled environment to conduct the professional discussion i.e., a quiet room, free from distraction and influence. Apprentices require suitable access to IT systems, for example, to access their eLogbook in order to upload evidence for their apprentice showcase End Point Assessment, and in order to access materials to support their professional discussion.