



Customer Service Specialist Level 3 (ST0071/AP01)

Tooling and Resource List

Assessment centres must have a suitably controlled environment to conduct the interview (to support the work-based project) and 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 End Point Assessment work-based project, and the evidence to support their professional discussion.

For the practical observation, the apprentice should have the opportunity, if required, to move from one area/function of the business to another in order to best demonstrate how they applied their knowledge, skills and behaviours in a realistic work environment to achieve genuine and demanding work objectives.