Level 3 Customer Service Specialist Webinar Q&A
Tuesday 22
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 September 2020
Why is the Witness testimony discussion conducted with the apprentice and not the actual witness?
The Q&A is done with the apprentice as the IEPA will need to confirm competence.

If the apprentice doesn't deal with complaints, is the project topic sufficient so long as it is a "high
level challenge".
The project does not have to deal with a complaint, this was just an example given. However, the
project does need to be a high level challenge.

How does completing the Training Manual fit into the Showcase Portfolio?
The training manuals are there to provide underpinning knowledge and to develop the
apprentices' behaviours and skills. It is likely that the evidence generated from the training
manuals will not be the apprentices best. The portfolio should contain the best pieces of evidence
from the apprentice only and be as holistic as possible.

Will the project proposal confirmation go to the employer or the training provider?
Confirmation of the project being accepted will go to the training provider

If the apprentice has been made redundant 9 months into their apprenticeship, can they still
complete, even with proof from the employer?
Apprentices who have their apprenticeship agreement terminated before the end of the practical
period because they are dismissed due to redundancy, and that agreement was terminated less
than six months before of the final day of the practical period specified in the apprenticeship
agreement, can continue their apprenticeship training without being employed.
Providers can continue to deliver the apprenticeship training as long as all the remaining elements,
including the end-point assessment, can be successfully delivered.

Does the apprentice have to do a presentation as part of the CSS EPA?
There is no requirement to do a presentation

How is the proposal for the project submitted?
The project propos05.32 Tm
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Is the option for an IEPA observation available for both L2 and L3 Customer Services? I was under
the impression that this was not available due to the current situation It may be possible to arrange a face to face EPA but this would need to be agreed by the City &
Guilds EPA Booking team. All of the required documentation would need to be completed. For
further information please see the link below.
What do we do if the learner has a new manager under 3 months and their previous manager has
left. We have asked the learner if they have a mentor or another person (manager) they could ask
but they have said there is no one to provide this testimony apart from their current manager who
has not managed them for the full 3 months.
We do have the potential for face to face if this is agreed by all parties. The other option is to delay
the EPA until such a time the employer has worked with the apprentice for more than 3 months
before writing the WT.