

CUSTOMER SERVICE PRACTITIONER (ST0072/AP02)

PRODUCT TYPE		APPRENTICE SUPPORT PACKAGE	EPA ONLY
		CSPAP02A	CSPAP02B
APPRENTICE SUPPORT PACKAGE	Candidate Registration (Inc IMI Student Membership)	x	
	eLogbook	Х	
	Behaviour tool	Х	
	Exemplar apprentice showcase materials	x	
EPA	Candidate Registration		x
	End-Point Assessment - Apprentice Showcase		x
	End-Point Assessment - Practical Observation		X
	End-Point Assessment - Professional Discussion		X
	PRICES	£92	£698.50
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RESIT PRICES £145		£296 £232	



REFUNDS & CANCELLATIONS

Gateways and EPA registration fees are non-refundable

In the case that an EPA is cancelled, please refer to the IMI EPA Cancellation Policy https://www.theimi.org.uk/about-us/imi-policies

APPEALS

Fees may apply for appeals relating to EPA, please refer to the IMI Appeals Policy https://www.theimi.org.uk/about-us/imi-policies

EXTERNAL QUALITY ASSURANCE CHARGES

Any charges from the External Quality Assurance Organisation to register candidates, carry out initial approval and low risk monitoring of training providers will be covered within the candidate registration fees.

EPA EVENT

The Training Provider will provide:

Apprentices, maximum 1 per EPA event

The IMI will provide:

- Independent end-point assessor, ratio 1:1 apprentice for the practical observation.
- Independent end-point assessor, ratio 1:1 apprentice for the professional discussion
- Independent end-point assessor to review Apprentice Showcase