

# CUSTOMER SERVICE SPECIALIST (ST0071/AP01)

PRODUCT TYPE		APPRENTICE SUPPORT PACKAGE		EPA ONLY
		CSSAP01A		CSSAP01B
APPRENTICE SUPPORT PACKAGE	Candidate Registration (Inc IMI Student Membership)	х		
	eLogbook	х		
	Behaviour tool	х		
	Exemplar Work-based project	х		
EPA	Candidate Registration			х
	End-Point Assessment - Practical Observation with Q&As			х
	End-Point Assessment - Work-based project and interview			х
	End-Point Assessment - Professional Discussion			x
	PRICES	£92		£782.50
PRODUCT DESCRIPTION EPA Practical Observation		EPA Work-Based EPA Profes Discuss		£25.50 invoiced upon registration, with the remainder payable 30 days after EPA event
RESIT PRICES £296		£208 £25	3	payable 50 days after LFA event



#### **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 Work-based project professional interview
- Independent end-point assessor, ratio 1:1 apprentice for the professional discussion