

CUSTOMER SERVICE SPECIALIST (ST0071/V1.1)

PRODUCT TYPE		APPRENTICE SUPPORT PACKAGE		EPA ONLY
		CSSV1.1A		CSSV1.1B
APPRENTICE SUPPORT PACKAGE	Candidate Registration (Inc IMI Student Membership)	X		
	eLogbook	X		
	Behaviour tool	X		
	Exemplar Work-based project	X		
ЕРА	Candidate Registration			X
	End-Point Assessment - Practical Observation with Q&As			X
	End-Point Assessment - Work-based project and interview			X
	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	



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