

CUSTOMER SERVICE SPECIALIST (ST0071V1.2)

EPA COSTINGS

EPA Product Description

Component Prices

Resit Prices

Registration for CSSV1.2A

£26.50

£308

EPA

Practical Observation

£308

EPA Work-Based Project

£216.50

£216.50

EPA Professional Discussion

£263

£814

EPA

including registration

£263

REFUNDS & CANCELLATIONS

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

THE EPA PACKAGE REGISTRATIONS ARE BASED ON CENTRE AND IMI SUPPLYING THE FOLLOWING:

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



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PRODUCT TYPE		APPRENTICE SUPPORT PACKAGE
		CSSV1.12B
APPRENTICE SUPPORT PACKAGE	Candidate Registration (Inc IMI Student Membership)	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	£95.50