

Business Services Guidance

What Can Be Taken into the End-Point Assessment

Standard	Knowledge, Case Study or Role Simulation Test	Presentation, Work-based Project, Apprentice Showcase or Case for Support Pitch	Professional Discussion, Interview or Reflective Statement	Observation
Business Administrator	Apprentices cannot have any materials with them during the assessment.	Presentation slides and Project Report and any handwritten notes that can be validated. NCFE Plan and Prepare sheet	Portfolio of Evidence. NCFE Plan and Prepare sheet	N/A
Customer Service Practitioner	N/A	Showcase. NCFE Plan and Prepare sheet	Any handwritten notes that can be validated. NCFE Plan and Prepare sheet	Apprentices cannot have any materials with them during the assessment – this is a direct observation of them in their working environment.
Customer Service Specialist	N/A	Project Proposal and Project Report submitted at Gateway. NCFE Plan and Prepare sheet	Portfolio of Evidence. NCFE Plan and Prepare sheet	Apprentices cannot have any materials with them during the assessment – this is a direct observation of them in their working environment.
Employability Practitioner	Apprentices cannot have any materials with them during the assessment.	Presentation slides and Portfolio of Evidence and Research. NCFE Plan and Prepare sheet	N/A	Apprentices cannot have any materials with them during the assessment – this is a direct observation of them in their working environment.

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Fundraiser	N/A	Case for Support Pitch and Presentation slides and any handwritten notes that can be validated. NCFE Plan and Prepare sheet	Portfolio of Evidence. NCFE Plan and Prepare sheet	N/A
Team Leader v3	N/A	Presentation slides and any handwritten notes that can be validated. NCFE Plan and Prepare sheet	Portfolio of Evidence and any handwritten notes that can be validated. NCFE Plan and Prepare sheet	N/A