

### Apprentice End-point Assessment Journey

This is the order of events for an apprentice End-point Assessment journey, following our standard operational model.

Assessment plans can be found at [www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner-v1-1](http://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner-v1-1)

