

# Highfield Level 3 End-Point Assessment for ST0071 Customer Service Specialist

## Mock assessment materials

### Work-based project supported by interview

Business knowledge and understanding			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
K1.1	Evidence that they understand the impact of the organisation's mission statement and business strategy on customer service delivery and make recommendations for future improvements		
K1.2	Ability to recommend improvement to the customer service provision, the steps required to implement this change and the benefit this change could have on the organisation and their role		
Ref	Assessment criteria (Distinction)	Criteria met	Criteria not met
K1.3	<i>Evidence to support their research and analysis of customer service standards and mission statements of other organisations in comparison to their own organisation's to inform their recommendations</i>		
K1.4	<i>Ability to consider the possible impact on their organisation of not considering the future in decision-making</i>		

<b>Customer journey knowledge</b>			
<b>Ref</b>	<b>Assessment criteria (Pass)</b>	<b>Criteria met</b>	<b>Criteria not met</b>
K2.1	Demonstrates an understanding of customer journeys within their organisation and how these are managed to ensure successful outcomes		
K2.2	An understanding of the underpinning business processes that support them on bringing about the best outcome for customer and their organisation		

<b>Customer service culture and environment awareness</b>			
<b>Ref</b>	<b>Assessment criteria (Pass)</b>	<b>Criteria met</b>	<b>Criteria not met</b>
K4.3	Ability to discuss the internal and external factors influencing their business environment and culture		
K4.4	Evidences knowledge of the departmental roles/functions within their organisational structure and their influence in customer service delivery		
K4.5	Evidence of how they demonstrate the importance of effective communication among departments in providing good customer service		
K4.6	Ability to identify potential causes of service failure and the consequences of these		
<b>Ref</b>	<b>Assessment criteria (Distinction)</b>	<b>Criteria met</b>	<b>Criteria not met</b>
K4.7	<i>Ability to demonstrate the importance of assessing the political, economic, social, technical, legal and environmental factors that influence the operation of their organisation</i>		

<b>Business focused service delivery</b>			
<b>Ref</b>	<b>Assessment criteria (Pass)</b>	<b>Criteria met</b>	<b>Criteria not met</b>
S1.3	Evidences when they made decisions and recommendations to improve their own customer service delivery		
<b>Ref</b>	<b>Assessment criteria (Distinction)</b>	<b>Criteria met</b>	<b>Criteria not met</b>
S1.4	<i>Evidences when they evaluated the strengths and weaknesses of feedback methods used and recommended alternative methods likely to improve results, stating reasons for choice</i>		

<b>Providing a positive customer experience</b>			
<b>Ref</b>	<b>Assessment criteria (Pass)</b>	<b>Criteria met</b>	<b>Criteria not met</b>
S2.8	Provides evidence to show how they identify information which can be used by their organisation to provide customer insight and identify how this information can be analysed, used and presented		
S2.9	Demonstrates how they communicate with customers, gaining full information on their experience, and recommend improvements to customer service delivery to others		
<b>Ref</b>	<b>Assessment criteria (Distinction)</b>	<b>Criteria met</b>	<b>Criteria not met</b>
S2.10	<i>Demonstrates an ability to identify trends/recurring issues and analyse why they occurred and record possible ways of addressing them to ensure they do not reoccur</i>		
S2.11	<i>Provides evidence to show when they analyse the risks and opportunities to implementing change</i>		

Working with your customers/customer insights			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
S3.1	Evidences how they proactively seek and gather customer feedback through a variety of methods and evaluate this feedback to make recommendations on possible improvements		
S3.2	Ability to gather and analyse information about the types of customers their organisation has and explain how the service they provide meets their potential needs and expectations		
Ref	Assessment criteria (Distinction)	Criteria met	Criteria not met
S3.3	<i>Demonstrates how knowing their customer and their needs has a direct impact on:</i> <i>a. Their working practices</i> <i>b. Organisational policy/procedures</i>		
S3.4	<i>Evidence to show when they have proactively gathered customer feedback, through a variety of methods and used alternative recommendations to change the customer service level agreement in order to provide an improved service</i>		

Service improvement			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
S5.1	Evidence to show how they use the qualitative and quantitative customer experience data that their organisation gathers		
S5.2	Evidence the way in which they analyse this data to recommend continuous improvement, showing when there is input from others where required		
S5.3	Demonstrates how they take into consideration current legislation, compliance and regulatory guidance when making recommendations for change		
Ref	Assessment criteria (Distinction)	Criteria met	Criteria not met
S5.4	<i>Ability to identify and recognise when problems reoccur and discuss these reoccurring problems with others and recommend appropriate change(s)</i>		