	Think about Work-based project and interview Level 3 Customer service specialist
	On the day of this assessment you will carry out:
	A 60-minute interview
	Face-to-face
••••••	Under exam conditions
	With an end-point assessor and your line manager (optional)
	Correction Key point
	You will have already submitted your work-based project report.
V1: April 2020 www.ubghfield.co.uk @ 2020 Highfield Awarding Body of Compliance Limited wledge > I D E A S I DIRECTION VIELDEAS QU ployment EXPERTISE of learning (Inspire Qengag)	dge -> 1 D & A S [*] DIRECTION O IDEAS ment EXPERTISE & learning (inspire () Highfield Assessment

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٦	Review the criteria associated with the work-based project
	and interview - this can be found in the EPA-kit
٦	Review relevant legislations, regulations and your organisation's
	policies and procedures
5	Take your work-based project report into the assessment with you Have copies of your notes available, remember these should be
_1	brief and not paragraphs of information
	Make sure you have a quiet room available
٦	Be prepared to answer questions relating to your work-based
	project and gaps in criteria not covered in your project report
2	Don't
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]	Forget to plan Forget to tell your colleagues and manager that you
	Forget to plan
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If you do not achieve a pass result on the work-based project and interview you can resit the assessment



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2	Dent
\mathcal{V}	Don't
	Forget to plan

Forget to tell your colleagues and manager that you
are being assessed
Forget to bring your ID

Next steps

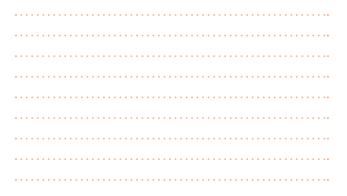
Results can take up to 12 days to be confirmedYour manager will inform you of the results

Resits

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If you do not achieve a pass result on the work-based project and interview you can resit the assessment





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