

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)

 **Key point**

You will have already submitted your work-based project report.



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Do

- Review the criteria associated with the work-based project and interview - this can be found in the EPA-kit
- Review relevant legislations, regulations and your organisation's policies and procedures
- Take your work-based project report into the assessment with you
- Have copies of your notes available, remember these should be brief and not paragraphs of information
- Make sure you have a quiet room available
- Be prepared to answer questions relating to your work-based project and gaps in criteria not covered in your project report

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 confirmed
- Your manager will inform you of the results

Resits

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

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