

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.



## 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



## Notes

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