

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

Apprentice Details

Name	
Employer	
Training Provider	

Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway 2 weeks prior to support the professional discussion. This is not assessed. Please see the EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the professional discussion. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

Core

KSB	Evidence name	Evidence reference
K1.5 Ability to describe their role in their organisation's customer service standards and its impact upon other departments		
K1.6 Evidence of how they identify the different types of leadership style that work best in their customer environment		
K1.7 Demonstrates how they evaluate and review improvements made to their own customer service to ensure a future-focused approach		
K2.3 Understanding of why customer issues and complex situations sometimes need referral or escalation for specialist attention within their organisation		
K2.4 Ability to adhere to their organisation's service level agreement and demonstrates an awareness of the limit of their authority when providing customer service		

K3.1 Evidences knowledge of how their internal and external customers' expectations can differ and how they would adapt their approach to meet those expectations		
K3.2 Demonstrates factors used to drive and improve loyalty, retention and satisfaction of customers and the impact they have on the organisation		
K4.1 Evidences knowledge of where different sources of information on industry best practice can be found and used to improve personal and professional development		
S1.5 Demonstrates resolution of a range of complex customer service issues, explaining the approach used and why, demonstrating accountability throughout		
S2.1 Demonstrates when they have balanced the meeting of their customer and their organisations needs while showing they have considered cost implications		
S2.2 Evidences when they have analysed the importance of their professional image and its relationship with the organisations brand		
B1.1 Provides evidence to demonstrate how they have achieved learning and development goals identified in an agreed personal development plan, in relation to their knowledge and skills of customer service in the industry and best practice		
B1.2 Evidences when they have assessed the impact of sharing their own knowledge on: <ul style="list-style-type: none"> • Their development • Colleague development 		
B2.1 Demonstrates responsibility and ownership in resolving customer issues by getting the right people involved and delivering on promises to the satisfaction of the customer and their organisation.		
B3.1 Demonstrate sharing own knowledge and experience with others, to support colleague development		

Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date