

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

Mock assessment materials

Professional discussion (supported by portfolio of evidence)

Business knowledge and understanding			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
K1.5	Ability to describe their role in meeting their organisation's customer service standards and its impact upon other departments		
K1.6	Evidence of how they identify the different types of leadership styles that work best in their customer environment		

Customer journey knowledge			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
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		

Knowing your customers and their needs/customer insight			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
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		
Ref	Assessment criteria (Distinction)	Criteria met	Criteria not met
K3.3	Evidences when they have analysed the importance of their professional image and its relationship with the organisation's brand		

Customer service culture and environment awareness			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
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		

Business focused service delivery			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
S1.5	Demonstrates resolution of a range of complex customer service issues, explaining the approach used and why, demonstrating accountability throughout		

Providing a positive customer experience			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
S2.1	Demonstrates when they have balanced the meeting of their customer and their organisation's needs while showing they have considered cost implications		

Develop self			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
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		
Ref	Assessment criteria (Distinction)	Criteria met	Criteria not met
B1.2	Demonstrates how they evaluate and review improvements made to their own customer service to ensure a future-focused approach		

Ownership/Responsibility			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
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		

Teamworking			
Ref	Assessment criteria (Pass)	Criteria met	Criteria not met
B3.1	Demonstrate sharing own knowledge and experience with others to support colleague development		
Ref	Assessment criteria (Distinction)	Criteria met	Criteria not met
B3.2	Evidences when they have assessed the impact of sharing their own knowledge on: <ul style="list-style-type: none"> a. Their development b. Colleague development 		