

|  |  |  |
|--|--|--|
| Business-focussed service delivery       |  |  |
| Providing a positive customer experience |  |  |
| Customer service performance             |  |  |
| Ownership/responsibility                 |  |  |
| Team working                             |  |  |
| Equality                                 |  |  |
| Presentation                             |  |  |



**Think about Practical observation with Q&A Level 3 Customer Service Specialist**

On the day of this assessment you will carry out:

- A 60-minute observation with Q&A
- Face-to-face
- In your workplace
- With an end-point assessor

**Key point**

Your end-point assessor will need to stop the observation if you demonstrate any unsafe practices or breaches of GDPR, professional codes of conduct or legislation.



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**Do**

- Review the criteria associated with the observation with Q&A - this can be found in the EPA-kit
- Use the planner to plan how you will demonstrate the skills you have that are associated with the practical observation
- Be prepared to make and receive contacts with customers and interact with colleagues
- Be prepared to answer questions that clarify your actions and the reasons for them
- If any of your work activities are simulated make sure you have planned and prepared

**Don't**

- Forget to plan
- Forget to tell your colleagues and customers that you are being observed
- Forget to bring your ID
- Forget to have a quiet area available for the Q&A session

**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 practical observation with Q&A you can resit the assessment

**Use the table below to plan and prepare for the practical observation**

| Standard area  | Key points to remember | Covered during observation |
|--|------------------------|----------------------------|
| Knowing your customers and their needs/ customer insight |                        |                            |
| Customer service culture and environment awareness       |                        |                            |



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