


Think about
Professional discussion
Level 3 Customer Service Specialist




On the day of this assessment you will carry out:

 A 60-minute professional discussion

 Face-to-face

 Under exam conditions

 With an end-point assessor and your line manager (optional)


 **Key point**
You will have already submitted your portfolio of evidence.



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Do

- Review the criteria associated with the professional discussion - this can be found in the EPA-kit
- Review relevant legislations, regulations and your organisation's policies and procedures
- Take your portfolio of evidence 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
- Inform your colleagues about the assessment and remind them that you can't be disturbed or interrupted
- Talk about your achievements and experience

Don't

- Forget to plan
- Forget to refer to examples of customer service from your job role
- Don't forget to relax and enjoy your assessment

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 professional discussion you can resit the assessment

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