

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		
Reference	Assessment criteria (pass)	Professional discussion
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	
Reference	Assessment criteria (Distinction)	Professional discussion
K1.7	Demonstrates how they evaluate and review improvements made to their own customer service to ensure a future focused approach	

Customer journey knowledge		
Reference	Assessment criteria (pass)	Professional discussion
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

Reference	Assessment criteria (pass)	Professional discussion
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	

Customer service culture and environment awareness

Reference	Assessment criteria (pass)	Professional discussion
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

Reference	Assessment criteria (pass)	Professional discussion
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		
Reference	Assessment criteria (pass)	Professional discussion
S2.1	Demonstrates when they have balanced the meeting of their customer and their organisation's needs while showing they have considered cost implications	
Reference	Assessment criteria (distinction)	Professional discussion
S2.2	Evidences when they have analysed the importance of their professional image and its relationship with the organisation's brand	

Develop self		
Reference	Assessment criteria (pass)	Professional discussion
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	
Reference	Assessment criteria (distinction)	Professional discussion
B1.2	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 	

Ownership/Responsibility		
Reference	Assessment criteria (pass)	Professional discussion
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		
Reference	Assessment criteria (pass)	Professional discussion
B3.1	Demonstrate sharing own knowledge and experience with others to support colleague development	