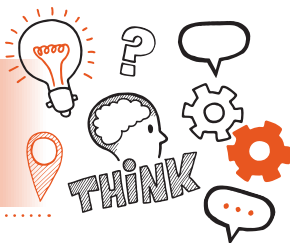


Think about
Practical observation with Q&A
Level 3 Customer Service Specialist



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.



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		

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

