

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

### Apprentice Details

Name	
Employer	
Training Provider	

### Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway 2 weeks prior to support the professional discussion. This is not assessed. Please see the EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the professional discussion. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

### Core

KSB	Evidence location	Evidence reference
Understand the impact your service provision has on the wider organisation and the value it adds (K1.5)		
Understand a range of leadership styles and apply them successfully in a customer service environment (K1.6)		
Understand the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention (K2.3)		
Understand commercial factors and authority limits for delivering the required customer experience (K2.4)		
Know your internal and external customers and how their behaviour may require different approaches from you (K3.1)		
Understand what drives loyalty, retention and satisfaction and how they impact on your organisation (K3.2)		
Understand how to find and use industry best practice to enhance own knowledge (K4.1)		

Resolve complex issues by being able to choose from and successfully apply a wide range of approaches (S1.5)		
Demonstrate a cost-conscious mindset when meeting customer and the business needs (S2.1)		
Proactively keep your service, industry and best practice knowledge and skills up to date (B1.1, B1.2)		
Consider personal goals related to service and take action towards achieving them (B1.1, B1.2)		
Make realistic promises and deliver on them (B2.1)		
Share knowledge and experience with others to support colleague development (B3.1, B3.2)		

### Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

### Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date