

Level 3 Customer Service Specialist

EPA-Kit

Mapping Documents

End-Point Assessment Mapping at a Glance

Standard	Assessment Method	KSB
Business Knowledge and Understanding	W P	K1.1-1.4 K1.5-1.7
Customer Journey knowledge	W P	K2.1-2.2 K2.3-2.4
Knowing your customers and their needs/Customer Insight	P O	K3.1-3.2 K3.3-3.5
Customer service culture and environment awareness	W P O	K4.3-4.7 K4.1 K4.2
Business focussed service delivery	W O	S1.4-S1.5 S1.1-S1.3
Providing a positive customer experience	W P O	S2.9-2.11 S2.1-2.2 S2.3-2.8

Standard	Assessment Method	KSB
Working with your customers/customer insights	W	S3.1-3.4
Customer service performance	O	S4.1-4.2
Service Improvement	W	S5.1-5.5
Develop self	P	B1.1-1.2
Ownership/Responsibility	P O	B2.1 B2.2-2.3
Team working	P O	B3.1 B3.2-3.3

Standard	Assessment Method	KSB
Equality	O	B4.1-4.2
Presentation	O	B5.1-5.2

Key: KSB = Knowledge, Skills, Behaviour
P = Professional Discussion
W = Work Based Project
O = Observation

End-Point Assessment Mapping at a Glance: by Assessment Method

Assessment Method	Standard	KSB
Professional Discussion	Business Knowledge and Understanding Customer Journey Knowledge Knowing your customers and their needs/Customer Insight Customer service culture and environment awareness Providing a positive customer experience Develop Self Ownership/Responsibility Team Working	K1.5-1.7 K2.3-2.4 K3.1-3.2 K4.1 S2.1-2.2 B1.1-1.2 B2.1 B3.1
Work Based Project	Business Knowledge and Understanding Customer Journey and Knowledge Customer service culture and environment awareness Business focussed service delivery Providing a positive customer experience Working with your customers/customer insights Service Improvement	K1.1-1.4 K2.1-2.2 K4.3-4.7 S1.4-1.5 S2.9-2.11 S3.1-3.4 S5.1-5.5
Observation	Knowing your customers and their needs/Customer Insight Customer service culture and environment awareness Business focused service delivery Providing a positive customer experience Customer service performance Ownership/Responsibility Team Working Equality Presentation	K3.3-3.5 K4.2 S1.1-1.3 S2.3-2.8 S4.1-4.2 B2.2-2.3 B3.2-3.3 B4.1-4.2 B5.1-5.2

KSB = Knowledge, Skills, Behaviours

*Please see individual assessment sections in the following pages for full details of Evidence Criteria