

Level 3 Customer Service Specialist

EPA-Kit

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Assessment Summary

The end-point assessment for Customer Service Specialist is made up of 3 components:

1. A 2,500-word work-based project, supported by a 60-minute interview
2. A 60-minute professional discussion, supported by portfolio evidence
3. A 60-minute practical observation with Q&As

The assessment plan recommends that the work-based project is the first assessment, followed by the professional discussion and then finally the practical observation.

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this guide, which will be used to determine a grade for each individual component.

Work-based project (supported by interview)

In order to achieve a pass in the work-based project:

- all pass criteria **must** be covered

To achieve a distinction in the work-based project:

- all pass criteria and all of the distinction criteria **must** be covered

Professional discussion (supported by portfolio evidence)

In order to achieve a pass in the professional discussion:

- all pass criteria **must** be covered

To achieve a distinction in the professional discussion:

- all pass criteria and all of the distinction criteria **must** be covered

Practical observation with Q&As

In order to achieve a pass in the practical observation:

- **all** pass criteria **must** be covered

To achieve a distinction in the practical observation:

- **all** pass criteria and all of the distinction criteria **must** be covered

In order to achieve a pass overall, the apprentice must pass each assessment component. All pass and distinction criteria must be achieved for an overall distinction to be achieved.

Retake and resit information

If an apprentice fails any part of the end-point assessment, further learning and development must be completed before a resit or retake can be undertaken. By undertaking this further learning, the apprentice will need to restart the gateway process.

Apprentices are able to resit any component where a pass has not been achieved. Apprentices cannot resit any part of the EPA to improve their pass grade to a distinction. The maximum grade awarded to a resit will be pass, unless Highfield Assessment identifies exceptional circumstances accounting for the original fail.

Apprentices should retake within 12 months.

If the apprentice fails the work-based project, they will be asked to rework their project taking account of feedback from the end-point assessor. The apprentice will have 1 month to rework their submission. The apprentice should submit previous evidence along with the new additional evidence.

There is no limit to the number of retakes/resits within the 12-month period.

Summary of end-point assessments

Work-based project, supported by an interview	Professional discussion supported by portfolio evidence	Practical observation with Q&As
<p>The 2,500-word (+/- 10% tolerance) work-based project must be based on a project that the apprentice has carried out during their time on programme.</p> <p>The subject of the project report should be agreed with Highfield citing guidance from the employer.</p> <p>The project proposal must be completed and brought along to the gateway meeting. The proposal must identify what the high level challenge is going to be.</p> <p>The subject of the project should cover a high-level challenge that the apprentice has dealt with. The apprentice should explain what the challenge was, what actions they took, the solutions offered, details of any recommendations made to change a policy or process and any feedback from the customer. Details should include the apprentice's responsibilities and results.</p> <p>The interview will consist of 10 competency-based questions. The work-based project and the</p>	<p>During the on-programme time, the apprentice will develop a portfolio of evidence which could include witness testimonies, customer feedback and manager feedback. The portfolio itself is not directly assessed.</p> <p>Evidence from the portfolio of evidence will be extracted by the apprentice to support the professional discussion.</p> <p>The portfolio should contain between 10 and 15 pieces of evidence that relate to the standards of the professional discussion.</p> <p>The professional discussion will last for 60 minutes (+/- 10% tolerance).</p>	<p>The 60-minute practical observation +/- 10% tolerance either way, must be covered in 1 session.</p> <p>The apprentice will be observed undertaking a range of day-to-day workplace activities. The activities should allow the apprentice to demonstrate the full range of their knowledge, skills and behaviours.</p> <p>The observation will include questioning to clarify knowledge and understanding.</p> <p>The apprentice should have the opportunity to move from one area of the business to another in order to best demonstrate the required KSBs.</p>

<p>interview will be assessed holistically.</p> <p>The work-based project and interview will both be assessed.</p>		
<p>The written report must be submitted 2 weeks before the interview date. The interview date will be agreed when the apprentice passed through the gateway.</p> <p>In line with best practice, but not mandatory, a representative from the organisation could be present but only to observe.</p>	<p>The portfolio of evidence must be submitted to Highfield 2 weeks before the professional discussion date. The date of the professional discussion will be agreed when the apprentice passed through gateway.</p>	<p>Must be done on a one-to-one basis (1 assessor observing 1 apprentice).</p> <p>The apprentice must be given 2 weeks' notice of the date of the practical observation.</p> <p>The observation must take place in the apprentice's workplace.</p>
<p>The interview and professional discussion should be conducted on a face-to-face basis.</p>		