

Level 3 Customer Service Specialist

EPA-Kit

Work Based Project Mock Assessment Materials and Mark Schemes

- Mock assessment mark schemes

Mock Assessment Documentation

The following pages contain documentation that may be used for employer/training providers to carry out 'mock' assessments for the work-based project.

Work-based project supported by interview			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
Business Knowledge and Understanding			
K1.1	Evidence that they understand the impact of the organisations mission statement and business strategy on customer service delivery and make recommendations for future improvements.		
K1.2	Ability to recommend improvement to the customer service provision, the steps required to implement this change and the benefit this change could have on the organisation and their role.		
Customer Journey Knowledge			
K2.1	Demonstrates an understanding of customer journeys within their organisation and how these are managed to ensure successful outcomes.		
K2.2	An understanding of the underpinning business processes that support them on bringing about the best outcome for customer and their organisation		
Customer service culture and environment awareness			
K4.3	Ability to discuss the internal and external factors influencing their business environment and culture		
K4.4	Evidences knowledge of the departmental roles/functions within their organisational structure and their influence in customer service delivery		
K4.5	Evidence of how they demonstrate the importance of effective communication among departments in providing good customer service		
K4.6	Ability to identify potential causes of service failure and the consequences of these		
Business focused service delivery			
S1.4	Evidences when they made decisions and recommendations to improve their own customer service delivery		

Providing a positive customer experience			
S2.9	Provides evidence to show how they identify information which can be used by their organisation to provide customer insight and identify how this information can be analysed, used and presented.		
S2.10	Demonstrates how they communicate with customers, gaining full information on their experience, and recommend improvements to customer service delivery to others.		
Working with your customers/customer insights			
S3.1	Evidences how they proactively seek and gather customer feedback through a variety of methods and evaluate this feedback to make recommendations on possible improvements.		
S3.2	Ability to gather and analyse information about the types of customers their organisation has and explain how the service they provide meets their potential needs and expectations.		
Service Improvement			
S5.1	Evidence to show how they use the qualitative and quantitative customer experience data that their organisation gathers.		
S5.2	Evidence the way in which they analyse this data to recommend continuous improvement, showing when there is input from others where required.		
S5.3	Demonstrates how they take into consideration current legislation, compliance and regulatory guidance when making recommendations for change.		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
K1.3	Ability to consider the possible impact on their organisation of not considering the future in decision making.		
K1.4	Provides evidence to show when they analyse the risks and opportunities to implementing change.		
K4.7	Ability to demonstrate the importance of assessing the political, economical, social, technical, legal and environmental factors that influence the operation of their organisation.		
S1.5	Evidences when they evaluated the strengths and weaknesses of feedback methods used and recommended alternative methods likely to improve results, stating reasons for choice.		
S2.11	Demonstrates an ability to identify trends/recurring issues and analyse why they occurred and record possible ways of addressing them to ensure they do not reoccur.		

S3.3	Demonstrates how knowing their customer and their needs has a direct impact on: c. Their working practices d. Organisational policy/procedures		
S3.4	Evidence to show when they have proactively gathered customer feedback, through a variety of methods and used alternative recommendations to change the customer service level agreement in order to provide an improved service.		
S5.4	Evidence to support their research and analysis of customer service standards and mission statements of other organisations, in comparison to their own organisations to inform their recommendations.		
S5.5	Ability to identify and recognise when problems reoccur and discuss these reoccurring problems with others and recommend appropriate change(s).		