

# Level 3 Customer Service Specialist

EPA-Kit

## Professional Discussion 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 professional discussion.

<b>Professional discussion (supported by portfolio evidence)</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Passed</b>	<b>Attempted not passed</b>
<b>Business Knowledge and Understanding</b>			
K1.5	Ability to describe their role in meeting their organisations customer service standards and its impact upon other departments		
K1.6	Evidence of how they identify the different types of leadership styles that work best in their customer environment		
<b>Customer Journey Knowledge</b>			
K2.3	Understanding of why customer issues and complex situations sometimes need referral or escalation for specialist attention within their organisation		
K2.4	Ability to adhere to their organisations service level agreement and demonstrates an awareness of the limit of their authority when providing customer service		
<b>Knowing your customers and their needs/Customer Insight</b>			
K3.1	Evidences knowledge of how their internal and external customers' expectations can differ and how they would adapt their approach to meet those expectations		
K3.2	Demonstrates factors used to drive and improve loyalty, retention and satisfaction of customers and the impact they have on the organisation		
<b>Customer service culture and environment awareness</b>			
K4.1	Evidences knowledge of where different sources of information on industry best practice can be found and used to improve personal and professional development		
<b>Providing a positive customer experience</b>			

S2.1	Demonstrates when they have balanced the meeting of their customer and their organisations needs while showing they have considered cost implications		
<b>Develop self</b>			
B1.1	Provides evidence to demonstrate how they have achieved learning and development goals, identified in an agreed personal development plan, in relation to their knowledge and skills of customer service, in the industry and best practice		
<b>Ownership/Responsibility</b>			
B2.1	Demonstrates responsibility and ownership in resolving customer issues, by getting the right people involved and delivering on promises, to the satisfaction of the customer and their organisation		
<b>Team Working</b>			
B3.1	Demonstrate sharing own knowledge and experience with others, to support colleague development		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Passed</b>	<b>Attempted not passed</b>
K1.7	Demonstrates how they evaluate and review improvements made to their own customer service to ensure a future-focussed approach		
S2.2	Evidences when they have analysed the importance of their professional image and its relationship with the organisations brand		
B1.2	Evidences when they have assessed the impact of sharing their own knowledge on: a. Their development b. Colleague development		