

Level 3 Customer Service Specialist

EPA-Kit

Practical Observation 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 practical observation.

Practical Observation with Q&A's			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
Knowing your customers and their needs/Customer Insight			
K3.3	Demonstrate how they analyse, use and present a range of information in order to provide customer insight.		
K3.4	An ability to assess at least 3 different customer types and their role of emotions in order to achieve a successful outcome for them.		
K3.5	Evidences knowledge of how customer expectations can differ between cultures, ages and social profiles.		
Customer Service culture and environment awareness			
K4.2	Demonstrates an understanding of current legislation, compliance and regulatory guidance and their impact on customer service delivery		
Business focussed service delivery			
S1.1	Demonstrates resolution of a range of complex customer service issues, explaining the approach used and why, demonstrating accountability throughout		
S1.2	An ability to assess situations and offer clear explanations, options and solutions that balance customer and organisational requirements		
Providing a positive customer experience			
S2.3	Demonstrates through advanced questioning, listening and summarising, the negotiation of mutually beneficial outcomes		
S2.4	Demonstrates management of challenging and complicated situations, balancing organisational needs and customer satisfaction		

S2.5	Demonstrates identifying, negotiating and agreeing appropriate options with customers, making realistic commitments and delivering on them in line with organisational procedures		
S2.6	Recognises when customer emotions have been affected by the level of service offered		
S2.7	Demonstrates how they adapt their communication style to clearly and concisely communicate complex information to customers to support positive outcomes		
Customer service performance			
S4.1	Evidence when they have maintained a positive relationship even when they are unable to deliver the customers expected outcome		
S4.2	Demonstrates when and how historical interactions, challenges and related information are taken into account in determining the next steps, when managing referrals and escalations		
Ownership/Responsibility			
B2.2	Evidences how they recognise when customer expectations are not met and demonstrates how, using appropriate communication techniques, this could be managed to maintain a positive relationship		
B2.3	Shows proactivity and creativity when identifying solutions to customer and organisational issues		
Team Working			
B3.2	Demonstrates achievement of results through effective teamwork and collaboration with colleagues at all levels		
B3.3	Shows adaptability of own skills when working with internal customers		
Equality			
B4.1	Ability to react appropriately to customer emotions and bring about a successful outcome for different customer types		
B4.2	Demonstrates adaptability and flexibility in working towards meeting customer needs, supporting equality, diversity and inclusion in their customer service delivery		
Presentation			
B5.1	Demonstrate brand advocacy, values and belief when dealing with customer requests to build trust, credibility and satisfaction		
B5.2	Evidence to show how their personal presentation made a positive impact on their organisations brand		

Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
S1.3	Demonstrates own communication with customers that ensures the best solution to meet customer requirements and organisational needs		
S2.8	Demonstrates when they provided additional solutions to customers and made recommendations based on their findings to enable improvement		