

Highfield Level 3 End-point Assessment for Customer Service Specialist Witness Testimony Guidance

The following COVID-19 temporary discretion has been agreed until further notice.

The practical observation may be replaced with witness testimonies supported by a 30-minute question and answer session. The witness testimonies must be completed by an expert witness who is working at a line management level above that of the apprentice and they must have worked with the apprentice for at least 3 months during their apprenticeship.

The witness testimonies provided must cover the assessment criteria that would normally be attempted during the practical observation. This includes pass and distinction assessment criteria from the following areas.

- 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

Witness testimonies provided must be completed by a witness who is working at a line management level above that of the apprentice and they must have worked with the apprentice for at least 3 months during their apprenticeship. The witness must be the learner's employer, line manager or a colleague. The witness **must not** be the on-programme assessor. The testimonies must contain dates of when specific activities were witnessed.

The evidence must be clearly mapped to the assessment criteria using the Witness Testimony Matrix template. We have also provided a template to use for the witness testimonies however, you can submit your own documents (including audio and video) provided they contain the declaration statement as provided on the template.

Witness testimonies must be submitted only in the following permitted formats.

<i>.docx</i>	<i>.xlsx</i>	<i>.pptx</i>
<i>.pdf</i>	<i>.jpg</i>	<i>.png</i>
<i>.mp3</i>	<i>.mp4</i>	<i>.m4a</i>

The witness testimonies must be uploaded along with a **fully completed Witness Testimony Matrix template**, where the training provider has mapped each witness testimony to the assessment criteria normally assessed in the observation.

This must be uploaded to the apprentice's Dropbox folder by the date shown on the booking confirmation.

Question and answer session

All apprentices will be given the opportunity to take part in a 30-minute question and answer session led by the end-point assessor. This will be scheduled to take place remotely prior to the professional discussion using our web conferencing system, Lifesize. This session will centre around where criteria require further expansion or clarification or have not been attempted in the witness testimonies submitted. It will also authenticate the witness testimonies. Apprentices are permitted to bring their witness testimonies or other supporting documents to the question and answer session. As with all assessment activities, a valid form of photo identification must be shown to the assessor at the start of the question and answer session. Further guidance on how to use Lifesize and the technical requirements will be provided with each booking confirmation.