

Level 3 End-Point Assessment for Customer Service Specialist

Portfolio of Evidence Matrix Sheet

This document should be used to map the apprentice's portfolio of evidence from the professional discussion to the Customer Service Specialist standards and accompany the portfolio when submitted to Highfield Assessment.

Apprentice Name:	
Employer:	
Training Provider:	
End-Point Assessment Start Date:	

Evidence Index

Evidence name	Evidence Ref	Evidence Type
1.		
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Ref	Assessment Criteria	Evidence Ref	Location/Page in evidence
Business Knowledge and Understanding			
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.		
K1.7	Demonstrates how they evaluate and review improvements made to their own customer service to ensure a future-focused approach.		
Customer Journey Knowledge			
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.		
Knowing your customers and their needs/Customer Insight			
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.		
Customer service culture and environment awareness			
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		
Providing a positive customer experience			
S2.1	Demonstrates when they have balanced the meeting of their customer and their organisations needs while showing they have considered cost implications		
S2.2	Evidences when they have analysed the importance of their professional image and its relationship with the organisations brand.		
Develop self			
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.		
B1.2	Evidences when they have assessed the impact of sharing their own knowledge on: a. Their development b. Colleague development		
Ownership/Responsibility			
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.		
Team working			
B3.1	Demonstrate sharing own knowledge and experience with others, to support colleague development		

Apprentice Declaration

I confirm that the evidence contained within this portfolio is all my own work and any assistance given and/or sources used have been acknowledged.

Apprentice signature:	Date:
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Please ensure this Portfolio Matrix Sheet is submitted with your portfolio and that all evidence submitted is saved in one of the following file formats:

.docx

.xlsx

.pptx

.pdf

.jpg

.png

.mp3

.mp4

.m4a