

Working with ELS End-Point Assessment

Independent End Point Assessor - Supporting Evidence of Competency

Each apprenticeship standard sets out very clear requirements for occupational competency that we (ELS) must ensure our assessment team meet.

Please provide [detailed information](#) for how you meet the requirements of the **Customer Service Specialist Level 3** Standard (and pathways, where appropriate) you are applying to assess.

Name:	
Date:	
Contact number:	
Do you hold an Assessors qualification? (D32, D33, A1, CAVA) Please list dates achieved (or dates expected if working towards):	
Do you hold an Internal Quality Assurance (IQA) Qualification (D34, V1)	
Do you hold any current and valid DBS checks?	
Date the DBS Check was completed:	

STANDARD:	Occupational competency requirements, as set out in the assessment plan:	How do you meet these occupational competency requirements? <i>Consider including information such as: details of environments you have worked in, currency of your practical competence, dates and timeframes of experience, how you remain current, details of any professional registrations or qualifications you hold, <u>specific to standard and/or pathway</u>.</i> NB. For standards which have multiple pathways, please enter N/A for the pathways you have no experience in. https://www.instituteofapprenticeships.org/media/1777/st0071_customer-service-specialist_L3_ap-for-publication_15052018.pdf Please click on the link to look up the latest Apprenticeship Standard.	<i>Internal use only:</i> Score
Customer Service Specialist L3	Have excellent knowledge and understanding of the apprenticeship standard.		
	Do you have 'hands on' experience within the last 3 years?		
	How do you keep your CPD for this standard up to date?		

	Key knowledge, Skills and Behaviours as set out in the assessment plan:	How do you meet the standard criteria for the KBSs listed below? <i>An understanding of the apprenticeship standards and the assessment models used, with specific knowledge about the relevant industry area for the role. Explain your “hands on” experience within the following areas. Please include dates and as much detail as possible. As you type into the boxes they will expand.</i>	<u>Internal use only:</u> Score
	<p>Knowledge:</p> <p>Business Knowledge and Understanding</p> <ul style="list-style-type: none"> • Understand what continuous improvement means in a service environment and how your recommendations for change impact your organisation. • Understand the impact your service provision has on the wider organisation and the value it adds. • Understand your organisation’s current business strategy in relation to customers and make recommendations for its future. • Understand the principles and benefits of being able to think about the future when taking action or making service related decisions. • Understand a range of leadership styles and apply them successfully in a customer service environment. <p>Customer Journey knowledge</p> <ul style="list-style-type: none"> • Understand and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience. • Understand the reasons why customer issues and complex 		

	<p>situations sometimes need referral or escalation for specialist attention.</p> <ul style="list-style-type: none"> • Understand the underpinning business processes that support you in bringing about the best outcome for customers and your organisation. • Understand commercial factors and authority limits for delivering the required customer experience. <p>Knowing your customers and their needs/ Customer Insight</p> <ul style="list-style-type: none"> • Know your internal and external customers and how their behaviour may require different approaches from you. • Understand how to analyse, use and present a range of information to provide customer insight. • Understand what drives loyalty, retention and satisfaction and how they impact on your organisation. • Understand different customer types and the role of emotions in bringing about a successful outcome. • Understand how customer expectations can differ between cultures, ages and social profiles. <p>Customer service culture and environment awareness</p> <ul style="list-style-type: none"> • Keep current, knowledge and understanding of regulatory considerations, drivers and impacts in relation to how you deliver for customers. 		
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	<ul style="list-style-type: none"> • Understand your business environment and culture and the position of customer service within it. • Understand your organisation structure and what role each department needs to play in delivering Customer Service and what the consequences are should things go wrong. • Understand how to find and use industry best practice to enhance own knowledge Understand who customers are. 		
	<p>Skills:</p> <p>Business focused service delivery</p> <ul style="list-style-type: none"> • Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice. • Resolve complex issues by being able to choose from and successfully apply a wide range of approaches. • Find solutions that meet your organisations needs as well as the customer requirements. <p>Providing a positive customer experience</p> <ul style="list-style-type: none"> • Through advanced questioning, listening and summarising negotiate mutually beneficial outcomes. • Manage challenging and complicated situations within your level of authority and make recommendations to enable and deliver change to service or strategy. 		

	<ul style="list-style-type: none"> • Use clear explanations, provide options and solutions to influence and help customers make choices and agree next steps. • Explore and interpret the customer experience to inform and influence achieving a positive result for customer satisfaction. • Demonstrate a cost conscious mind-set when meeting customer and the business needs. • Identifying where highs and lows of the customer journey produce a range of emotions in the customer. • Use written and verbal communication to simplify and provide complex information in a way that supports positive customer outcome in the relevant format. <p>Working with your customers / customer insights</p> <ul style="list-style-type: none"> • Proactively gather customer feedback, through a variety of methods. Critically analyse, and evaluate the meaning, implication and facts and act upon it. • Analyse your customer types, to identify or anticipate their potential needs and expectations when providing your service. <p>Customer service performance</p> <ul style="list-style-type: none"> • Maintain a positive relationship even when you are unable to deliver the customer’s expected outcome. • When managing referrals or escalations take into account historical interactions and challenges to determine next steps. 		
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	<p>Service improvement</p> <ul style="list-style-type: none">• Analyse the end to end service experience, seeking input from others where required, supporting development of solutions• Make recommendations based on your findings to enable improvement.• Make recommendations and implement where possible, changes in line with new and relevant legislation, regulations and industry best practice.		
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Thank you for your time completing this form

Please return your completed form to ELS by uploading your form at:

<https://www.elsbusinesstraining.co.uk/end-point-assessment/independent-end-point-assessors-and-internal-quality-assurers/>
or email it to epaenquiries@explosivelearningsolutions.com