

Customer Service Specialist ST0071/V1.0



Level 3



15 Months



3 Months

Assessment Methods



Work Based Project supported by an Interview



Professional Discussion supported by a Portfolio of Evidence



Practical Observation with Q&A

Gateway Requirements

- Level 2 English and Mathematics
- Work-based Project Title, Scope, and brief Summary
- Portfolio of Evidence
- Gateway Declaration Form
- Site Health & Safety and Risk Assessment Form

Occupational Profile

A customer service specialist acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies.

Grading

The standard is graded overall: Fail, Pass or Distinction

End Point Assessment

Work-based Project supported by an Interview

The work-based project consists of typically 2500-word report which is supported by an interview, lasting typically 60 minutes, and is between the apprentice and the independent assessor. The work-based project is completed within 2 months of the apprentice starting EPA.

Professional Discussion supported by a Portfolio of Evidence

The independent assessor will use the portfolio of evidence as a base to support the professional discussion. The professional discussion is between the apprentice and the independent assessor and typically will be for 60 minutes. It must take place before the practical observation.

Practical Observation

The apprentice is observed, by an independent assessor, undertaking a range of day-to-day workplace activities covering 1 hour in the workplace. Questions will be asked during the observation. The practical observation enables the apprentice to demonstrate all aspects of the standard aligned with this assessment method.

[Click here to view the Customer Service Specialist assessment plan](#)