

End-Point Assessment Specification

Customer Service Specialist

Level 3



1 *What the* ROLE ENTAILS

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who 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. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point

2 *On-programme* ASSESSMENT

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

- Level 1 English and maths
- Develop a portfolio of learning while on programme with examples of their work throughout their apprenticeship

3 *Gateway* REQUIREMENTS

- The employer, independent training provider (ITP) and apprentice make the decision to take the apprentice through Gateway.
- English and maths L2 or exemptions



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4 End Point ASSESSMENT

Practical observation with Q&A

The observation will take place in the apprentice's place of work. It will be followed by a Q&A session for clarification.

Work based project and interview

Apprentices will submit a report on a project they have completed and this will be supported by an interview focussing on the report.

Professional discussion supported by a portfolio of evidence

The discussion will draw questions and amplifications from the on programme portfolio and knowledge, skills and behaviours required by the assessment plan

The assessment methods can take place in any order. The observation is carried out face to face while the other elements can be either face to face or remotely.

5 Completion & CERTIFICATION

We will activate certification once the apprentice has successfully completed all EPAs, and the IEPA has verified this. Working with the apprenticeship certificate issuing authority, we will ensure the apprentice receives their certificate.

Why choose Steadfast Assessment?

We are an Ofqual approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education, care, and business apprenticeship standards. We offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support. We believe that we offer a premium service to our clients, combining excellent customer service with high quality, fair and robust end point assessments

To review the standard and assessment plan, follow the link below.

[Customer service specialist / Skills England](#)



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