

Work-based Project, Supported by an Interview Mapping Document

VTCT Skills Level 3 Customer Service Specialist ST0071 v1.1

All columns of this mapping document are to be completed during the post gateway stage of the EPA period and submitted with the Work-based project and any supporting annexes for each apprentice. Please refer to the ‘End-point Assessment Guidebook’ and the ‘Work-based project, Supported by an Interview’ Apprentice Guidance Document when completing this document.

Please note: It is a requirement of the training provider to submit all the evidence electronically, via the ‘Documents tab’ on the Apprentice’s dashboard within the epaPRO system. This must be in a scanned format, allowing the evidence package to be viewed remotely. VTCT Skills will not accept a link to an apprentice’s individual e-portfolio.

Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
Example:				
1	Skills: Business focused service delivery	Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice	<i>Evidence of CPD</i>	1.1
2	Knowledge: Customer journey knowledge	Understand the underpinning business processes that support you in bringing about the best outcome for customers and your organisation	<i>Referral for escalation evidence</i>	1.2
	Knowledge: Business knowledge and understanding	Understand your organisation’s current business strategy in relation to customers and make recommendation for its future		
	Knowledge: Business knowledge and understanding	Understand what continuous improvement means in a service environment and how your recommendations for change impact your organisation		
	Knowledge: Business knowledge and understanding	Understand the principles and benefits of being able to think about the future when taking action or making service-related decisions		

Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	Knowledge: Customer journey knowledge	Understand and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience		
	Knowledge: Customer journey knowledge	Understand the underpinning business processes that support you in bringing about the best outcome for customers and your organisation		
	Knowledge: Customer service culture and environment awareness	Understand your business environment and culture and the position of customer service within it		
	Knowledge: Customer service culture and environment awareness	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		
	Skills: Business focused service delivery	Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice		
	Skills: Providing a positive customer experience	Explore and interpret the customer experience to inform and influence achieving a positive result for customer satisfaction		
	Skills: Working with your customers/customer insights	Proactively gather customer feedback, through a variety of methods. Critically analyse, and evaluate the meaning, implication and facts and act upon it		

Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	Skills: Working with your customers/customer insights	Analyse your customer types, to identify or anticipate their potential needs and expectations when providing your service		
	Skills: Service improvement	Analyse the end-to-end service experience, seeking input from others where required supporting development of solutions		
	Skills: Service improvement	Make recommendations based on your findings to enable improvement		
	Skills: Service improvement	Make recommendations and implement where possible, changes in line with new and relevant legislation, regulations and industry best practice		

Declaration of Authenticity

The work submitted for the work-based project, supported by an interview, must be the Apprentice’s own work. Should this evidence be copied from someone else or plagiarised in any other way, the Apprentice’s End-point Assessment result may be void.

Apprentice Declaration

I confirm that all of the evidence submitted to VTCT Skills for my work-based project, supported by an interview, is my own work.

Apprentice name:	
Apprentice signature:	
Date:	

Training Provider/Employer Declaration

The following declaration can be provided by the training provider or the employer.

I have authenticated the Apprentice’s work, and I am satisfied that to the best of my knowledge, the work submitted is solely that of the Apprentice.

Training provider/ employer name:	
Training provider/ employer signature:	
Date:	

Document History

Version	Issue Date	Changes	Role
v1	04/02/2025	First published	Qualification Development Manager