

# Professional Discussion Mapping Document

## VTCT Skills Level 3 Customer Service Specialist

All columns of this mapping document are to be completed prior to the gateway stage and submitted with the portfolio of evidence (minimum of 10 pieces of evidence to a maximum of 15 pieces) for each apprentice. Please refer to the 'End-point Assessment Guidebook' and the 'Professional Discussion 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:
<b>Example:</b>				
1	<b>Behaviours:</b> Develop self	Proactively keep your service, industry and best practice knowledge and skills up-to-date	<i>Evidence of CPD</i>	1.1
2	<b>Knowledge:</b> Customer journey knowledge	Understand the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention	<i>Referral for escalation evidence</i>	1.2
	<b>Knowledge:</b> Business knowledge and understanding	Understand the impact your service provision has on the wider organisation and the value it adds		
	<b>Knowledge:</b> Business knowledge and understanding	Understand a range of leadership styles and apply them successfully in a customer service environment		
	<b>Knowledge:</b> Customer journey knowledge	Understand the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention		

Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	<b>Knowledge:</b> Customer journey knowledge	Understand commercial factors and authority limits for delivering the required customer experience		
	<b>Knowledge:</b> Knowing your customers and their needs/customer insight	Know your internal and external customers and how their behaviour may require different approaches from you		
	<b>Knowledge:</b> Knowing your customers and their needs/customer insight	Understand what drives loyalty, retention and satisfaction and how they impact on your organisation		
	<b>Knowledge:</b> Customer service culture and environment awareness	Understand how to find and use industry best practice to enhance own knowledge		
	<b>Skills:</b> Business focused service delivery	Resolve complex issues by being able to choose from and successfully apply a wide range of approaches		
	<b>Skills:</b> Providing a positive customer experience	Demonstrate a cost-conscious mind-set when meeting customer and the business needs		
	<b>Behaviours:</b> Develop self	Proactively keep your service, industry and best practice knowledge and skills up to date		
	<b>Behaviours:</b> Develop self	Consider personal goals related to service and take action towards achieving them		

Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	Behaviours: Ownership/responsibility	Make realistic promises and deliver on them		
	Behaviours: Team working	Share knowledge and experience with others to support colleague development		

## Declaration of Authenticity

The work submitted for the portfolio of evidence 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 professional discussion 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