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## Showcase Guidance

The main aim of your Showcase report is for you to reflect and **present examples** of your development over the whole On-Programme period. In collaboration with your Employer and your Training Provider you should select evidence from your portfolio and demonstrate how this evidence meets the requirements of the following areas of the Standard:

* Understanding the Organisation
* Meeting Regulations and Legislation
* Systems and Resources
* Product and Service Knowledge
* Influencing Skills
* Personal Organisation
* Dealing with Customer Conflict and Challenges
* Developing Self
* Being Open to Feedback
* Team Working

You may include work-based evidence such as (this list is not comprehensive):

* Customer feedback;
* Recordings;
* Manager and Witness statements;
* Performance reviews and feedback.

## Table Guidance

The tables below comprise two sections. In the first section, we have provided space where you may paste screen grabs or other evidence mentioned above. In the second section, you are required to put your evidence into context and explain how it meets the Grading criteria. For example, if you have provided an image of you speaking with a customer, then you will need to explain, e.g., what legislation you complied with, what equipment you used, what products/services your offered etc. If attaching evidence, it should be clearly labelled and attached with this Report and the Mapping and Tracking Document.

## Word Count Guidance

Minimum work count is 2,000 words. The word count must not exceed is 3,000 words.

Anything exceeding the word limit will not be assessed and therefore will not contribute to the overall grade.

The [Apprentice Handbook](https://resources.tquk.org/hubfs/EPA/Apprentice_Handbook.pdf) provides guidance on what is included in the word count.

Special Consideration?

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| **Word count guidance** | **To keep track of the word count, once you have completed a section with the Word Count cell in it follow these steps:** |
| Only count words in cells where word count is specifically required. | 1. Highlight the text for which you want to count words, 2. Graphical user interface     Description automatically generated with low confidenceThe number of words will be shown in the bottom left of the window. 3. Insert this into the Word count cell. |

|  |  |  |
| --- | --- | --- |
| **Understanding the organisation** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. Evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
|  | | |
| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| State the aims of the organisation in relation to its sector. |  | |
| Word count: |  |
| State what is meant by the organisation’s ‘brand promise’ |  | |
| Word count: |  |
| Explain how the organisation’s core values relate to its service culture. |  | |
| Word count: |  |
| State the purpose of different organisational policies and procedures  that affect your customer service role. |  | |
| Word count: |  |
| Describe the type of guidelines in a digital media policy that affect the use of social and digital media in the work environment. |  | |
| Word count: |  |
| **Explain how the**  **organisational policies**  **and procedures impact on the delivery of customer**  **service.** **(D)** |  | |
| Word count: |  |

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| **Meeting regulations and legislation** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. Evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
|  | | |
| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| Explain how the relevant legislation and regulations affect the organisation’s customer service provision. |  | |
| Word count: |  |
| State their responsibilities for keeping information confidential in the organisation. |  | |
| Word count: |  |
| State the responsibilities of employees and employers under the Health and Safety at Work Act. |  | |
| Word count: |  |
| **Explain the potential**  **impact on the organisation**  **if it fails to adhere to each**  **of the relevant legislation**  **and regulations. (D)** |  | |
| Word count: |  |
| **Explain how a code**  **of practice or ethical**  **standards affects customer**  **service. (D)** |  | |
| Word count: |  |

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| **Systems and Resources** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. Evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
|  | | |
| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| Explain the use of  the different systems,  equipment and/or  technology available in  the organisation to meet  customer needs effectively. |  | |
| Word count: |  |
| Describe the measures and  evaluation tools used in  the organisation to monitor customer service levels. |  | |
| Word count: |  |

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| **Product and service knowledge** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. Evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
|  | | |
| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| Explain the difference  between the features and  benefits of products and/or  services in relation to the  organisation. |  | |
| Word count: |  |
| Describe how to maintain their knowledge of the organisation's products and/or services. |  | |
| Word count: |  |
| **Explain why it is important**  **to update their knowledge**  **on the organisation’s**  **products and/or services. (D)** |  | |
| Word count: |  |

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| **Influencing skills** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. The evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
|  | | |
| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| Offer appropriate product  and/or service options to  meet the identified needs  of customers and the needs of the organisation. |  | |
| Word count: |  |
| Communicate to customers in a clear and coherent manner how the products and/or services offered meet their needs. |  | |
| Word count: |  |
| Handle customer  objections in a positive and professional manner. |  | |
| Word count: |  |
| **Provide appropriate**  **explanations to customers**  **in situations where**  **a mutually beneficial**  **outcome cannot be**  **reached. (D)** |  | |
| Word count: |  |

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| **Personal organisation** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. The evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
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| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| Prioritise and plan the  completion of tasks  according to agreed  deadlines. |  | |
| Word count: |  |
| Use appropriate tools and  techniques to monitor  the progress of tasks  completion. |  | |
| Word count: |  |
| **Respond in a professional**  **manner to challenges**  **and changes and adjust**  **priorities accordingly. (D)** |  | |
| Word count: |  |

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| **Dealing with customer conflict and challenge** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. Evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
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| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| Maintain calm and patience at all times when dealing with challenging customer situations. |  | |
| Word count: |  |
| Demonstrate sensitivity  to, and interest in, the  customers’ concerns. |  | |
| Word count: |  |
| Communicate in a clear  and coherent manner the  next steps and/or options  to meet the needs and  expectations of customers. |  | |
| Word count: |  |
| Use appropriate tools and  techniques to monitor  the progress of tasks  completion. |  | |
| Word count: |  |
| Take ownership of  customer issues, taking  the appropriate actions to  ensure customers’ needs  and expectations are met. |  | |
| Word count: |  |

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| **Developing Self** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. Evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
|  | | |
| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| Conduct a self-assessment  to identify their strengths  and weaknesses in relation  to the job role.. |  | |
| Word count: |  |
| Produce a personal  development plan to  support the achievement  of their agreed learning and development goals. |  | |
| Word count: |  |
| **Review the effectiveness of their personal development**  **plan and update it**  **accordingly.** |  | |
| Word count: |  |

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| **Being open to feedback** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. Evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
|  | | |
| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| Seek constructive  feedback about their  customer service skills and  knowledge from others. |  | |
| Word count: |  |
| Use feedback from  others to develop their  customer service skills and  knowledge. |  | |
| Word count: |  |

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| **Team working** | | |
| You may expand the section below and provide any screen grabs or other product evidence relevant to this Module. The evidence contained here will not contribute to your word count. You may also place your Product Evidence in a separate folder and attach it. | | |
|  | | |
| In the section below put your evidence into the context of the relevant Grading criteria. | | |
| Work with others in a  positive and productive  manner. |  | |
| Word count: |  |
| Communicate information  in a timely and reliable  manner to team members  to support them in meeting customer needs efficiently. |  | |
| Word count: |  |
| Share personal learning and information with others to support good customer  service practice |  | |
| Word count: |  |
| **Recognise when to adapt**  **personal behaviours and**  **communication approach**  **to meet the needs of team**  **members and customers.** |  | |
| Word count: |  |
| **Present reasoned ideas**  **for improving customer**  **service practice to the**  **appropriate colleagues.** |  | |
| Word count: |  |
| Once you have completed your Showcase, if you would like to update the Table of Contents click anywhere on the Table of Contents, then:  Graphical user interface, text, application  Description automatically generated | | |

## Disclaimers

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| Candidate Name: |  |
| Total Word Count: |  |

## Apprentice Copying Disclaimer

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I understand that if I submit work that has been copied, this could result in:

* disciplinary action by my Employer;
* action being taken by my Training Provider, which could place my Apprenticeship at risk;
* evidence being removed from consideration, an assessment component being marked as void, or marked as Fail by Training Qualifications UK.

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| Apprentice Name: |  |
| Date: |  |
| Signature: | **A picture containing shape  Description automatically generated** |