

**prove your
potential.**

Learner's Evidence Tracking Log

NCFE Level 3 Diploma in Customer Service (601/3974/2)

February 2018

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Section 1

Overview

Overview

Thank you for choosing an NCFE qualification. This Learner's Evidence Tracking Log is yours to keep and is a place to record your progress.

The NCFE Level 3 Diploma in Customer Service is a regulated qualification. The regulated number for this qualification is 601/3974/2.

Your centre may have advertised this qualification with a different or shortened name. Please be aware your final certificate will state NCFE Level 3 Diploma in Customer Service

What you need to cover

This qualification is made up of a set of learning outcomes and assessment criteria that describe what you need to be able to do, and the things you need to know, to achieve your qualification.

Blank unit templates are provided at the end of this document to record the unit(s) for this qualification.

Tracking your Evidence

During your course your Tutor/Assessor will ask you to carry out work either in the classroom, in your workplace or at home, which you'll keep as evidence of your learning.

The work you produce (evidence) will be assessed by your Tutor/Assessor to make sure you've covered everything in sufficient detail. Your evidence could be made up of a combination of:

- written work or class notes
- products or samples of practical work
- case studies
- simulated activities or role play
- work placement diaries
- learning logs
- video or audio recordings
- other appropriate formats suggested by your Tutor/Assessor.

When all your evidence is gathered together in a file or folder, this becomes your portfolio.

Your centre and Assessor may have systems that they use to plan and monitor your assessment. These may be computer-based (eg using 'e-portfolio' software) or paper-based (using forms or checklists). These systems are designed to show how each piece of evidence meets which learning outcomes and assessment criteria.

How your evidence is checked

After your Tutor/Assessor has assessed your work, another member of staff – the Internal Quality Assurer – will review it. An External Quality Assurer from NCFE will visit your centre. The External Quality Assurer's role is to make sure your work has been assessed to NCFE's requirements. They'll do this by checking a sample of candidates' portfolios – which may include yours. They may also wish to talk to you about the content of the course and the work you're doing.

How to get your certificate

Once you've built up your portfolio of evidence and your Tutor/Assessor and the Internal and External Quality Assurers are satisfied it meets the standards, you'll be awarded the NCFE Level 3 Diploma in Customer Service.

Your centre will send us a signed certificate claim form when they and the External Quality Assurer have signed off your completed portfolio. We will send your certificate to your centre within one working day of receiving the claim form. Your centre will either forward the certificate to your home address, or tell you that it's available for you to collect.

Section 2

Planning and Tracking your Assessment

Planning and Tracking your Assessment

Completing your Learner's Evidence Tracking Log

This section of the log will help you keep track of the work you've done and the work you still need to do to finish your portfolio.

It will also help your Tutor/Assessor and Internal and External Quality Assurers find their way around your portfolio so they can assess it or check it. Your Tutor/Assessor will make sure you're completing your log correctly.

There are blank unit templates to record the unit(s) you've taken. Use the columns to write down what evidence you've put in your portfolio and to show your Tutor/Assessor and the Internal and External Quality Assurers where it's located. Overleaf is a sample page that has been completed.

Example Unit

Unit 01 communicate using customer service language
(F/601/1609)

You will:

1. Identify customers and their characteristics and expectations

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IM/EM signature (if sampled)
1.1 recognise typical customers and their expectations	Observation on placement	3		

The learning outcomes of the qualification are shown here

In this column, write down where the evidence has met the Evidence Requirements for the qualification

This column is for the Internal or External Quality Assurer to sign if they sample your portfolio.

The assessment criteria are listed in this column

In this column, write down what evidence you have put in your portfolio (eg letter to client, report, witness testimony, emails, etc.)

In this column, write the location of the evidence. This directs your Assessor to the correct piece of evidence. Examples of the location could be a page number in the portfolio, a file name saved on your computer, etc.

Section 2

Unit title (QN)

You will:

1. Learning outcome text

You will:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)
1.1				
1.2				
1.3				

Unit title (QN) (cont'd)

You will:

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)

Unit title (QN) (cont'd)

You will:

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)

Unit title (QN) (cont'd)

You will:

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)

Unit title (QN) (cont'd)

You will:

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)

Unit title (QN) (cont'd)

You will:

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)

Unit title (QN) (cont'd)

You will:

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)

Unit title (QN) (cont'd)

You will:

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)

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You will:

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Unit title (QN) (cont'd)

You will:

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)

Unit title (QN) (cont'd)

You will:

You can:	What you've done to show this	Location of evidence /portfolio page number	Link to evidence requirements	IQA/EQA signature (if sampled)

Section 3

Additional Information

Additional Information

NCFE is a leading provider of nationally recognised qualifications and is committed to delivering exceptional customer service. If you'd like to know more about us, please visit our website www.ncfe.org.uk.

Additional support requirements

NCFE recognises that you might require additional support in order to achieve your qualification. This might be if you've got a permanent or temporary disability, medical condition or specific learning need.

Your Tutor/Assessor will discuss the most appropriate method of support to meet your needs and may need to notify NCFE of the support they're going to give you. This could include facilities to support reading or writing needs, hearing, visual or physical impairment; facilities to support a medical condition or temporary injury; or facilities to support you if your first language isn't English.

For more information your Tutor/Assessor will be able to provide you with a full copy of NCFE's Reasonable Adjustments and Special Considerations Policy, or you can download it from www.ncfe.org.uk.

Appeals or complaints

If you've got any queries or problems with your qualification you should first talk to your Tutor/Assessor, the Internal Quality Assurer or another member of staff at your centre. If you've got a complaint about the way your work has been assessed, or the support you've been given, use your centre's own appeals or grievance policy (ask your Tutor/Assessor for a copy).

For more information your Tutor/Assessor will be able to provide you with a full copy of NCFE's Appeals and Enquiries about Results Policy, or you can download it from www.ncfe.org.uk.

Malpractice

'Malpractice' is used to describe something a person does when they intentionally mislead somebody – for example, if they copy somebody else's work and pass it off as their own. If we're notified about a suspected case of malpractice, we'll work with the centre to find out if and why it's happened and what we can do to sort it out.

If your centre suspects that you've been involved in malpractice, we won't be able to issue your certificate during the investigation. If we prove that malpractice has happened, you may have part of your assessment disallowed or, in serious cases, your final results may be void. This means you won't receive a certificate or, if we've already issued you one, we'll ask that you return it straight away.

For more information your Tutor/Assessor will be able to provide you with a full copy of NCFE's Malpractice Policy, or you can download it from www.ncfe.org.uk.

Enquiries

Any enquiries relating to this qualification should be addressed to:

NCFE
Q6
Quorum Business Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

Tel: 0191 239 8000
Fax: 0191 239 8001
E-mail: service@ncfe.org.uk
Website: www.ncfe.org.uk

Equal opportunities

NCFE fully supports the principle of equal opportunities and opposes all unlawful or unfair discrimination on the grounds of ability, age, colour, culture, disability, domestic circumstances, employment status, gender, marital status, nationality, political orientation, racial origin, religious beliefs, sexual orientation and social background.

NCFE aims to ensure that equality of opportunity is promoted and that unlawful or unfair discrimination, whether direct or indirect, is eliminated both in its own employment practices and in access to its qualifications.

You can download a copy of NCFE's Equal Opportunities Policy from www.ncfe.org.uk.

Data protection

NCFE is registered under the Data Protection Act and is committed to maintaining the highest possible standards when handling personal information.

NCFE is a registered charity (Registered Charity No. 1034808) and a company limited by guarantee (Company No. 2896700).

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