

Apprentice of the Year nomination - Evidence attached for Lauren Meacock:

Statement from Lauren's NVQ Assessor – Christine Turner of Key Training;

As Lauren's Assessor I just want to say how well she is doing and how much of the qualification she has achieved already. Throughout the course, Lauren has taken on board everything I have said and if unsure has asked me to clarify. I would like Lauren to achieve her Level 2 Maths and English ahead of time and then progress onto level 3 as I can see that she has an amazing opportunity to grow with the company and this is through her own hard work and determination. Overall, Lauren has shown commitment, dedication and has made me as an Assessor very proud.

Print Screens to show Lauren's current progress with her NVQ in Customer Services;

Welcome, Lauren Meacock, to your portfolio Online Candidate Page Help

Course: IA CS 01.09.2014 - Intermediate Level Apprenticeship in Customer Service Diploma Level
Workplace: Aster Property Group
Status: Live (Holder: Chrissy Turner)
Overall Progress: 90%

Start Date: 10/09/2015
Target Completion Date: 10/09/2016
Region Code: 00HA

Selected Units

Unit Code	Unit Name	Progress
BUS38	Understand employer organisations	100%
CC38	Deal with incidents through a contact centre	100%
CUS10	Deal -incoming telephone calls from customer	100%
CUS11	Make telephone calls to customers	95%
CUS14	Exceed customer expectations	100%
CUS20	Support customer service improvements	66%
CUS31	Resolve customer complaints	41%
CUS5	Communicate verbally with customers	100%
CUS7	Deliver customer service	100%
CUS8	Understand customers	100%
CUS9	Principles of customer service	100%
ML1	Manage personal performance and development	70%

Items for your attention:
 If there are no items listed below click the green evidence tab on the right to view a list of evidence in the portfolio. From there you can select an item to work on.

Task | **Details** | **Created**

Individual Learning Plan | Contact Log | View Portfolio Comments | Export Portfolio | Gap Report | Online Review Summary

Show Standards

Choosing evidence summary in Lauren Meacock's (lauren.meacock) portfolio Page Help

Unit Assessment criteria, Assessment Criteria, Assessment method, Content, Knowledge, Section summary sheets

Unit	Assessment Criteria	Progress
BUS38	Understand employer organisations	100%
CC38	Deal with incidents through a contact centre	100%
CE	Course Evaluation	0%
CSP01	Principles of Customer Service	100%
CUS10	Deal with incoming telephone calls from customers	100%
CUS11	Make telephone calls to customers	95%
CUS14	Exceed customer expectations	100%
CUS20	Support customer service improvements	66%
CUS31	Resolve customers' complaints	41%
CUS5	Communicate verbally with customers	100%
CUS7	Deliver customer service	100%
CUS8	Understand customers	100%
CUS9	Principles of customer service	100%
E1	Functional Skills qualification in English at level 1	100%
ERR	Employment Responsibilities and Rights	100%
M1	Functional Skills qualification in mathematics at level 1	100%
ML1	Manage personal performance and development	70%
PLTS	Personal Learning and thinking skills	100%
WTS	Workplace Training and Support	0%