

# Customer Service Specialist

**Level:** 3

**Typical Duration:** 15 months

**Possible Job Role:** Customer Service Specialist, Customer Service Executive, Customer Service Assistant

## Course Overview

The main purpose of a Customer Service Specialist Apprentice is to be a professional for direct customer support within all sectors and organisation types. They are an advocate of Customer Service, acting as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

This apprenticeship develops the skills, knowledge and behaviour for the learner to act as an escalation point for complicated or ongoing customer problems, and as an expert in their organisation's products and/or services. They will share knowledge with their wider team and colleagues. They gather and analyse data and customer information that influences change and improvements in service. It will be important to utilise both organisational and generic IT systems to carry out the role with an awareness of other digital technologies.

This could be in many types of environment, including contact centres, retail, webchat, the service industry or any customer service point.

## Qualification Achieved

On completion of this apprenticeship, you will hold a Level 3 Apprenticeship in Customer Service Specialist. Additional qualifications achieved include:

- Level 2 Functional Skills Mathematics
- Level 2 Functional Skills English

## Progression

The role may act as a gateway to further career and training opportunities, including, but not limited to:

- Level 3 Team Leader Apprenticeship
- Senior Customer Service Advisor
- Team Leader / Junior Manager

## Learning & Assessment

Apprentices will be assigned a dedicated tutor. The tutor will visit monthly in the workplace, as well as being on hand to support throughout the duration of the apprenticeship programme. The frequency of these sessions may be more, depending on the needs of the apprentice.

## End Point Assessment

Each Apprentice must undergo an independent end-point assessment to determine the outcome of their apprenticeship. The assessments will assess the knowledge, skills and behaviours gained during their programme. The methods in which this apprenticeship are assessed are:

- Practical observation with Questions & Answers
- Work based project, supported by an interview
- Professional discussion supported by portfolio evidence

## Entry Requirements

Individual employers may set their own criteria for this apprenticeship.

## Hire an Apprentice

We can work with you to source a suitable applicant for your organisation or you can up-skill your existing employees. If the employee is under 19 and your business has fewer than 50 employees, there will be no cost for the training. If they are over 19 and/or your business has over 50 employees then you will contribute 5% towards the cost of the training. For any businesses paying into the levy, all training costs will be covered.

## Recruitment

With our Talent Match recruitment service, Talent Bank, we will advertise your vacancy, screen applicants and pre-interview potential prospects in order to ensure you only interview the most appropriate candidates for your vacancy – all free of charge.

## E-Portfolio

We offer a dedicated virtual learning platform which allows learners to keep on track of their course. In addition to this, it allows our tutors and employers to keep up-to-date with the progression of learners.

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