



Customer Service Specialist

Apprenticeship Standard

This Level 3 Apprenticeship will equip you with the knowledge, skills and behaviours required to successfully work as an expert in a customer service role.

Suitable for: Senior Customer Service roles with significant customer interactions.

Role and Responsibilities

The role of Customer Service Specialist is to be a 'professional' for direct customer support within all sectors and organisation types.

You will need to be a Customer Service advocate and act as a referral/escalation point for dealing with more complex or technical customer requests, complaints and queries. You will be an expert in your organisations products and/or services and you will share your knowledge with your wider team and colleagues. You will gather and analyse data that influences change and improvements in the service, use IT and have awareness of other digital technologies.

On completion, you will have achieved the **Level 3 Customer Service Specialist Apprenticeship**.



Level 3 Customer Service Specialist Apprenticeship Standard



Who is it for?

Apprenticeships are open to anyone in England over the age of 16 and not in full time education. Apprenticeships can also be for new or existing employees.



Duration

Between 15-18 months. The first 15 months will be 'in learning' where the knowledge, skills and behaviours needed are developed. The final 3 months will be used to complete the EPA.



Delivery

Tutor-led remote and face-to-face training and portfolio building. You will also have observations and training with a consultant.

TOPICS COVERED DURING TRAINING

To develop the knowledge, skills and behaviours required for this standard you will cover topics such as: business knowledge and understanding, customer journey knowledge, knowing your customer and their needs/customer insight, customer service culture and environment awareness. The skills you will need to demonstrate include: business-focused service delivery, providing a positive customer service experience, working with your customers, customer service performance and service improvement. You will need to show behaviours which include development of self, team working, ownership and responsibility as well as equality and presentation.

GATEWAY AND END POINT ASSESSMENT (EPA)

We will work with you and your employer to decide when it is time to start your EPA. To enter 'gateway' you must have evidence of Level 2 maths and English and are fully prepared to attempt all three components. To complete your apprenticeship you must achieve EPA.

- **Work-based Project (and Interview)** - 33.3% - Written report on a project carried out over a two month period prior to EPA.
- **Professional Discussion (with Portfolio)** - 33.3% - One hour discussion around 10-15 pieces of evidence related to standard
- **Practical Observation (with Q&A)** -33.3%- You will be observed in a range of settings to demonstrate your skills.

PROGRESSION OPPORTUNITIES

Depending on the development of your role there are a number of options:

- Level 3 Business Administration
- Level 3 Team Leader/ Supervisor
- Level 4 Associate Project Manager
- Level 5 Operations/ Departmental Manager
- Level 4 Learning and Skills Mentor

