

Apprenticeship CUSTOMER SERVICE SPECIALIST Level 3

Why study this course?

Do you want to progress in customer service?

Is there a requirement for you to help your organisation work more effectively in providing high quality customer service?

Are you currently in a role that would allow you to develop your customer service knowledge and skills?

Who is the course aimed at?

- ▶ Customer Relationship Manager
- ▶ Customer Support Officer
- ▶ Customer Services Team Leader
- ▶ Customer Service Specialist

What will you study

- ▶ Level 3 Diploma For Customer Service Specialists
- ▶ Level 2 Functional Skills in Maths and English (exemptions apply)

Knowledge and skills you will develop

- ▶ Business knowledge and understanding
- ▶ Customer journey knowledge
- ▶ Knowing your customers and their needs/customer insight
- ▶ Customer service culture and environment awareness
- ▶ Business focussed service delivery
- ▶ Providing a positive customer experience
- ▶ Working with your customers/customer insights
- ▶ Customer service performance
- ▶ Service improvement

Behaviours you will develop

- ▶ Developing self
- ▶ Ownership/responsibility
- ▶ Team working
- ▶ Equality
- ▶ Presentation

Entry requirements

- ▶ Initial assessments in Maths and English
- ▶ Comprehensive skills scan

How long will it last?

Typical duration: 18 months

How will it be delivered?

The Diploma and coaching towards End Point Assessment will be delivered in the workplace by your assessor.

Maths and English will be delivered on a flexible basis.

20% off-the-job training during contracted hours.

How will it be assessed?

The Diploma will be assessed by portfolio and one optional online test.

The Standard will be assessed through End Point Assessment once the apprentice, employer and assessor have agreed that the apprentice is EPA Gateway ready for:

- ▶ Work-based project supported by an interview
- ▶ Practical observation with Q&A's
- ▶ Professional discussion supported by portfolio evidence

Qualification gained

- ▶ Level 3 Diploma for Customer Service Specialists
- ▶ Institute for Apprenticeships (IFA) certificate
- ▶ Level 2 Functional Skills in Maths and English if appropriate

Progression to further study

Successful apprentices can progress, if opportunity allows, onto:

- ▶ Team leader/Supervisor Apprenticeship Level 3
- ▶ Operations/Departmental Manager Level 5

Further details

- ▶ Further details on this standard can be found online at: www.instituteforapprenticeships.org

Who to contact

- ▶ For more information please contact our Workforce Development Team on 01704 392874