

# Introduction to **Level 3 Customer Service Specialist**

Become an advocate for excellent customer service with our Customer Service Specialist Apprenticeship standard. Work with our highly experienced Trainers and Tutors who all have extensive industry experience, to develop your knowledge and skills.

The Customer Service Specialist Apprenticeship is suitable for those who are a referral point for dealing with more complex or technical customer requests, complaints and queries. This could be in many types of environments including contact centres, retail, webchat, service industry or any customer service point.



## Entry Requirements

Apprentices on this standard need to be in roles where they can demonstrate more advanced interpersonal skills, and have experience of working with customers in some capacity.

The entry requirement for this apprenticeship will be decided by each employer.

## Functional Skills

Apprentices who have not achieved an A\*-C GCSE (or equivalent) in mathematics and English GCSE are required to gain Functional Skills in English and mathematics at Level 2 as part of this apprenticeship.

## Apprenticeship in Brief



### Facts

- ◇ Over 700,000 people participate in an apprenticeship each year
- ◇ Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.
- ◇ The programme is designed to develop the knowledge, skills and behaviours required to be proficient in delivering customer service. We will support you in applying your knowledge and skill into your day-to-day work, and help you to evidence the impact that this has had.



### Funding

£4000



### Delivery Approach

There will be a mix of face-to-face interactions, as well as virtual and digital learning with ongoing support from your Tutor.



### Qualifications Gained

Level 3 Customer Service Specialist



### End Point Assessment

- ◇ Practical observation with Q&A
- ◇ Work-based project, supported by an interview
- ◇ Professional discussion supported by a portfolio of evidence.

## What competencies are involved in this standard?

- ◇ Business-focused service delivery
- ◇ Providing a positive customer experience
- ◇ Working with your customers/customer insights
- ◇ Customer service performance
- ◇ Service improvement

# Apprenticeship Journey

## Time on programme

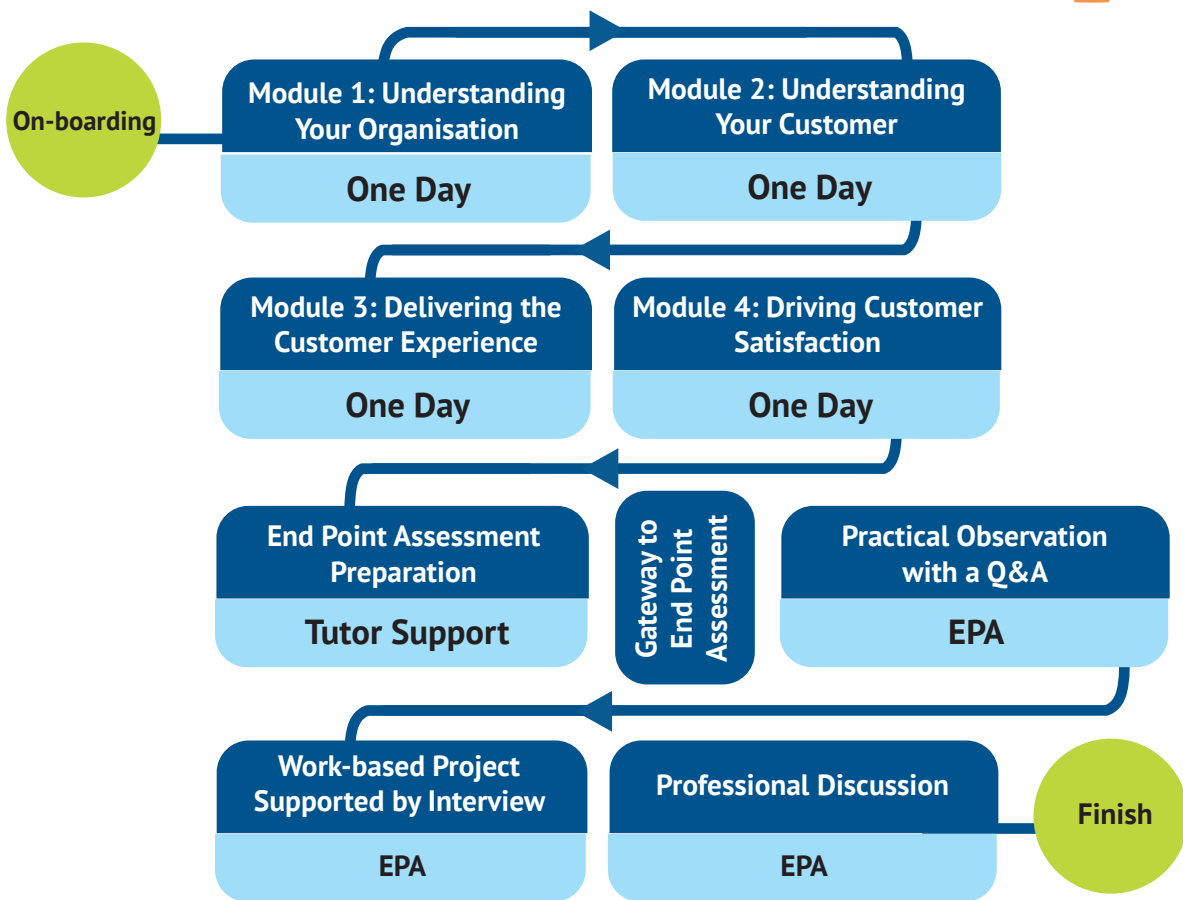
You will typically spend 13 months undertaking a detailed programme of learning and development managed by your employer and training provider. You will attend a series of training sessions with your Tutor and Trainer, which is classed as off-the-job training. You will also be trained whilst in the workplace by your employer, this is called on-the-job training.

## Gateway

Once your manager and tutor agree that you are ready for the end point assessment and you have achieved all required elements, you will progress through the gateway to undertake the end point assessment methods listed above.

## End-Point Assessment

This will typically last 2 – 3 months and will involve you completing each assessment method.



# Apprenticeship Grading

The apprenticeship includes **Fail, Pass and Distinction** grades which are awarded at the end point assessment. The final grade is based on the overall performance in the **Practical Observation, Work-Based Project and Professional Discussion**.