

Customer Service Specialist

LEVEL 3

 12 month programme + EPA

A level 3 apprenticeship focusing on improving all elements of customer service, care, and processes in customer-centric organisations.

Introduction to the course

This apprenticeship equips learners with the knowledge to deal with complex or demanding customer complaints, queries, or requests. Learners will develop a customer-centric approach in all of their processes, and will look to influence positive change in processes and overall customer service within the company.

Learner outcomes

This apprenticeship builds on the learner's previous skills and knowledge in customer service, allowing them to adapt their communication at any level to achieve a positive outcome for customers externally and stakeholders internally.

Apprentices will focus on honing their knowledge of the customer journey with a view to developing a deeper insight into their customers' needs and wants. Individuals will work on the skills needed to provide a positive customer experience.

The learners will cover some of the following during their apprenticeship: continuous improvement in a service environment; customer service culture and environment awareness; managing difficult situations, and delivering positive solutions.

Assessment

Learners will be assessed through on-programme learning and an externally marked End-Point Assessment.

Apprentices will need to complete Level 2 English and Mathematics before taking their final assessment.

A good fit for

This role is suited to those in a professional customer service role acting as a referral point for complex and technical customer queries and requests.

What's next?

Upon completing this apprenticeship, learners are eligible to join the Institute of Customer Service. An apprentice could further their career with a CMI Operations Manager Level 5 or Business and Professional Administration Level 4.



Course overview



Start Date
Flexible



Level
3



Duration
12 months + 3 months EPA



Delivery
Blended



Assessment
On-Programme and End-Point Assessment



Qualification
Customer Service Specialist Level 3



Entry Requirements
None, however your employer may set some minimum requirements. Candidates are also required to achieve Level 2 Maths and English.

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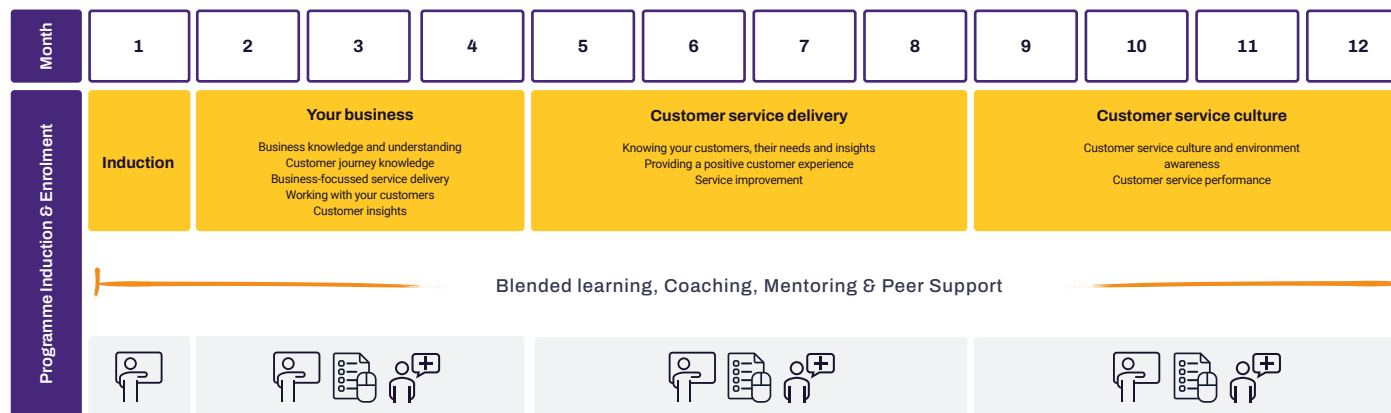
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unlocking potential
delivering personalisation
enhancing performance

Blended Delivery Model



Maths & English Level 2

* Maths and English functional skills may be included in your apprenticeship programme depending on the programme requirements and your prior attainment level.

Gateway



End Point Assessment

3 Months

- Apprentice Showcase
- Practical Observation
- Professional discussion

 Apprenticeship Achieved

Key



Workshop



Online Learning



Progress reviews