

# 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.

### 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

# Customer Service Specialist

## LEVEL 3

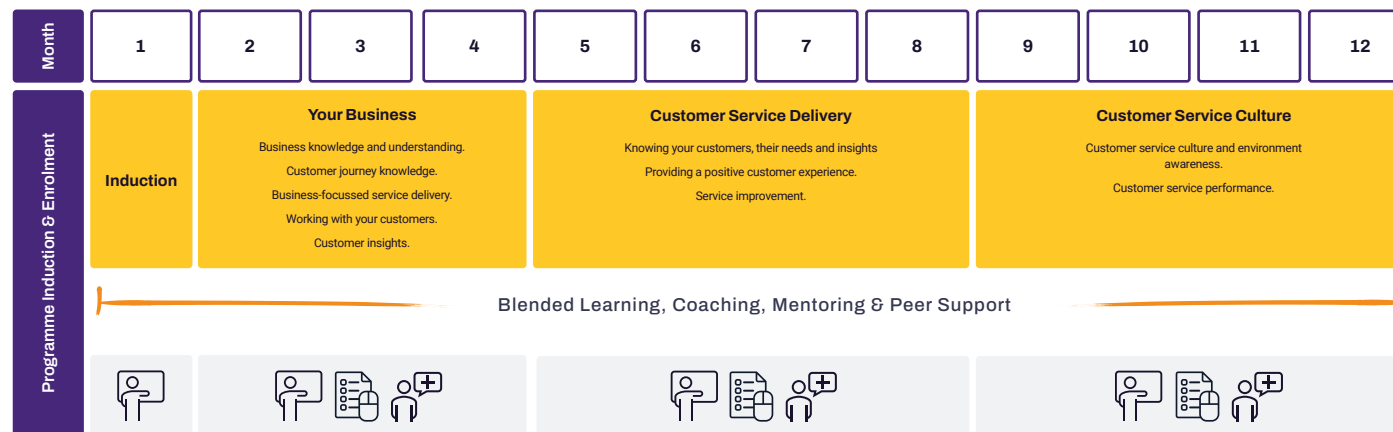


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unlocking potential  
delivering personalisation  
enhancing performance

## Blended Delivery Model



Gateway



### End Point Assessment

3 Months

- ✓ Apprentice showcase
- ✓ Practical observation
- ✓ Professional discussion



Apprenticeship Achieved

### Key



Workshop



Online Learning



Progress Reviews