

LEVEL 3

CUSTOMER SERVICE SPECIALIST

APPRENTICESHIP STANDARD

18 MONTHS DURATION
(15 months learning / 3 months EPA)



WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for those wishing to become a 'professional' for direct customer support within all sectors and organisation types.

Developing skills to be an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

ENTRY REQUIREMENTS

As part of this standard you will need to work towards and achieve Level 2 functional skills in maths and English.

COSTS

Maximum of £4,000 if you are a Levy payer
Maximum of £200 if you are a non-Levy company

END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Practical observation with question & answers
- Work based project supported by an interview
- Professional discussion based on a portfolio of evidence

WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Exploring organisations current business strategy for customer service and make recommendations for improvement
- Understand a range of leadership styles and apply them successfully in a customer service environment
- Know your internal and external customers and how their behaviour may require different approaches from you
- Understand how customer expectations can differ between cultures, ages and social profiles

PROGRESSION OPPORTUNITIES

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.