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TRAINING PROVISION

# Customer Service Specialist

## Level 3 Apprenticeship Standard

Duration of the Apprenticeship - 16 Months

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types.

You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service.

Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies.

*This could be in many types of environment including:*

- contact centres
- retail
- webchat
- service industry
- any customer service point

## Entry requirements

Individuals with more advanced interpersonal skills, experience of working with customers in some capacity. Candidates will be required to undertake Initial Assessments in Maths and English and achieve a Level 1 outcome on their initial assessment results.

## Functional Skills

All apprentices will need to undertake Functional Skills in Maths & English at Level 2 as a mandatory part of their apprenticeship and must do so before taking the End Point Assessment. Apprentices who have achieved GCSE's or A levels in Maths & English A-C will be exempt from having to complete their functional skills with valid proof of their exemption certificates.

## Progression opportunities

Completion of this apprenticeship standard will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.

## Programme Overview

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Apprentices will learn new Skills, Knowledge and Behaviours as part of their job role. Apprentices will benefit from teaching and learning on the job putting their skills into practice. Additionally, apprentices will undertake off the job learning activities and other work-based duties which will contribute to successful completion of their apprenticeship programme. Apprentices will receive regular visits from their training assessors and have access to learning resources to support their learning and development on and off the job.

## End Point Assessment

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The end-point assessment is synoptic and takes place at the end of the apprentice's learning and development. The requirement is that the end-point assessment is completed within 3 months from the start of the end-point assessment period.

The EPA consists of the following three assessment methods:

Assessment Method	Timescales for Completion	Assessed by	Grading
Practical observation with Q&As.	Within 3 months from the start of the end-point assessment period.	End-point Assessment Organisation (EPAO).	Pass / Merit / Distinction
Work based project, supported by an interview.	The work-based project is completed within 2 months from the start of the end-point assessment period.  The interview will take place before the end of the 3 month end-point assessment period.	End-point Assessment Organisation (EPAO).	Pass / Merit / Distinction
Professional discussion supported by portfolio evidence.	Within 3 months from the start of the end-point assessment period.	End-point Assessment Organisation (EPAO).	Pass / Merit / Distinction

## End-Point Grading

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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.

If an apprentice fails any part of the end-point assessment, then it a fail. Pass apprentices must meet all pass criteria in all assessment methods.

Distinction apprentices must meet all the pass criteria and distinction criteria in all assessment methods as described in the standard

If the apprentice fails any part of the end-point assessment, further development must be provided prior to a re-sit or re-take. A re-take requires the apprentice to undertake further learning and therefore they would need to go through the Gateway process again.

*Please contact us for more information:*

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