Level 3 Customer Service Specialist

What will you gain:

Level 3 Customer Service Specialist

Level 1 /2 Functional Skills in maths & English (if not already attained)

Progression Routes:

Level 3 Business Administration Apprenticeship

Level 3 Team Leading Apprenticeship

Level 5 Operational / Departmental Manager Apprenticeship

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 or any customer service point.

LEARNING ACTIVITIES

E-LEARNING / SELF STUDY
Complete various e-Learning & self study modules

MASTERCLASSES
Online classes hosted by specialised Skills Coaches

PROJECTS & ACTIVITIES
Complete projects & activities to improve skills & behaviours

ONE - TO - ONE
One-to-one learning sessions with Skills Coaches

FUNCTIONAL SKILLS
Complete your English & maths learning & exams

EMPLOYER LED LEARNING
Attend conferences, events & training led by your employer

END POINT ASSESSMENT

PRACTICAL OBSERVATION

An observation of your normal work in your usual working environment. This will last approximately 60 minutes.

WORK BASED PROJECT

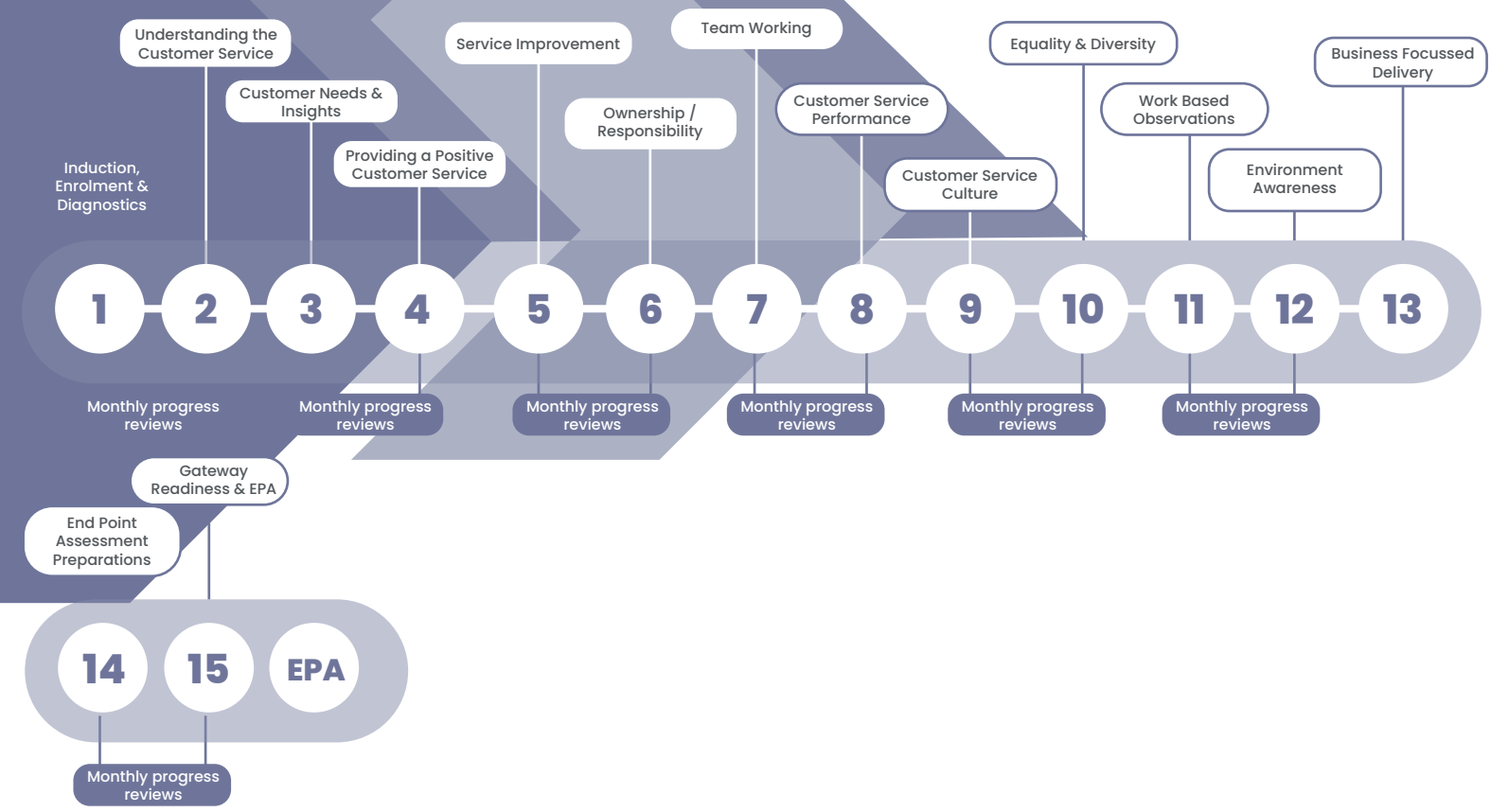
Submission of a 2500 word report on a project you have carried out. This will be agreed at gateway.

PROFESSIONAL DISCUSSION

A structured discussion to provide the opportunity to demonstrate knowledge, skills and behaviours.

TOTAL TRAINING PROVISION

Typical Apprenticeship Journey



Off the job training

What counts towards off the job?

Is it **directly relevant** to the apprenticeship standard or framework?

YES →

Is it teaching **new** knowledge, skills and behaviours?

→

Is the learning taking place within the apprentice's **normal working hours?**

YES →

If it's English or maths, is it above Level 2?

YES →

This counts as off the job training

↓ **NO**

↓ **NO**

↓ **NO**

↓ **NO**

This isn't off the job training

TOTAL TRAINING PROVISION