

Apprenticeship in Customer Service Specialist Level 3

Accreditation	Pearson
Course duration	15 months
Certificate valid for	Never expires

Who should attend

This new level 3 apprenticeship standard is designed as a minimum 15-month programme and is for apprentices who wish to gain the skills, knowledge and behavioural competences required to work in a Customer Service Specialist Standard role.

Course information

Overview

Apprentices will develop a specialist set of skills, knowledge and behaviours that can be applied in many types of environments including contact centres, retail, webchat, service industry or any customer service point within an organisation. They will be advocates of Customer Service and act as a referral point for dealing with complex or technical customer requests, complaints, and queries and an escalation point for complicated or ongoing customer problems.

This role requires the apprentice to demonstrate expertise in the organisation's products and/or services and sharing knowledge with wider teams and colleagues. They will gather and analyse customer information and data that influences change and improvements in service, utilising both organisational and generic IT systems to carry out the role, with an awareness of other digital technologies.

The qualification gives learners the opportunity to:

- develop the technical knowledge and understanding that underpins competence in a customer service job role
- develop and demonstrate a range of transferable skills and professional behaviours and attributes in the work environment
- develop and demonstrate a range of technical skills to carry out their job role successfully in the work environment
- achieve a nationally recognised Level 3 qualification
- develop confidence and readiness for the apprenticeship end-point assessment
- develop personal growth and engagement in learning

Entry Requirements

No prior knowledge, understanding, skills or qualifications are required before learners register for this qualification.

Assessment

There are three components that make up end-point assessment for the Customer Service Specialist Apprenticeship standard.

End-point assessment will consist of a:

Practical Observation

The apprentice is observed, by an independent assessor, undertaking a range of day to day workplace activities. The observation will involve activities which allow the apprentice to demonstrate the full range of their knowledge, skills and behaviours required and will include questioning to clarify knowledge and understanding is being applied.

Professional Discussion

Evidence from an on-programme portfolio will be used as a base to support the professional discussion. The apprentice will extract, from their portfolio, evidence which is suitable for supporting them in their professional discussion. The portfolio of evidence is not directly assessed.

Work based project supported by an interview

Apprentices will submit a written report; on a project they have carried out. All work on the project will be undertaken following the Gateway process over a two-month period. The project will cover a specific high level challenge (such as a complaint or difficult situation) that the apprentice has dealt with explaining what it was, what actions (planning and execution) they took, what solutions were offered, details of any recommendations made to change a policy or process and any feedback from the customer. The interview will focus on the written project and any supporting annexes and can take place either face-to-face or via online video conferencing, if appropriate.

Certification

To be awarded the Apprenticeship in Customer Service Specialist Level 3, candidates must achieve the following components:

- Diploma in Customer Service Level 3
- English Level 1 Functional Skill
- Maths Level 1 Functional Skill

End-Point Assessment - Apprentices must pass end-point assessment to be awarded the Apprenticeship in Customer Service Specialist Level 3

More details

Progression Opportunities

Completion of this apprenticeship 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.