

Level 3

Customer Service Specialist Apprenticeship

Dealing with customer
queries, purchases and
complaints

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.

As a Customer Service Specialist Apprentice, amongst other things you will improve your business knowledge and understanding, customer journey knowledge, customer insight, customer service culture and environment awareness, team working and personal ownership/responsibility.

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.

OVERVIEW OF THE ROLE

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.

Assessment

The apprenticeship includes independent assessment to check the apprentice's overall performance against the standard.

The end-point assessment will include:

- » Work based Project and interview
- » Professional Discussion with Portfolio of evidence
- » Practical observation

Independent end-point assessment happens when the employer, apprentice and trainer/ assessor are satisfied that the apprentice is working consistently at or above the level set out in the apprenticeship standard.

Entry Requirements

Maths and English at Level 1 or equivalent. Employers may also have their own entry requirements.

Before taking the end-point assessment, apprentices must achieve level 2 English and maths (equivalent to GCSEs at grades A*-C or 9-4). You will have an experienced tutor who will support you to work towards these qualifications.

