

CUSTOMER SERVICE SPECIALIST

LEVEL 3

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.

DURATION

The apprenticeship will take a minimum of 15 months

MANDATORY QUALIFICATIONS

- You must achieve level 2 English and maths prior to taking the end point assessment.

WHAT DOES THE QUALIFICATION COVER?

A Customer Service Practitioner (Innovate) will have knowledge of, be able to understand and apply in practice the following areas of learning:

- Business Knowledge and Understanding
- Customer Journey Knowledge
- Knowing your customers and their needs/ Customer Insight
- Customer service culture and environment awareness
- Business focused service delivery
- Providing a positive customer experience
- Customer service performance
- Service improvement
- Team working
- Equality
- Presentation
- Ownership/ Responsibility
- Develop self

HOW WILL IT BE DELIVERED?

The apprenticeship can be delivered in a classroom setting to a cohort of learners or on an individual 1-1 basis to meet the needs of the employer and learner. Our blended learning approach supports the inclusion of additional elements of learning relevant to the individuals job role and specific employer requirements

Training will be delivered in line with the agreed Commitment Statement and will include:

- A robust initial assessment covering English and maths.
- Monthly 1-1 meetings between the apprentice and the trainer
- Tri-partite meetings every 12 weeks between the employer, learner and trainer to review progress and review the 'off the job' training elements.



- Learner progress is recorded via our e-learning platform, which gives access to a broad range of online courses and materials.
- The employer can access the learners e-portfolio using their own log in to check on progress.

Once the learner has completed the appropriate functional skills and the employer, learner and trainer agree that the apprentice has reached the required standard in their knowledge, skills and experience, the learner will be put forward for their EPA.

END POINT ASSESSMENT

The end-point assessment is designed to enable apprentices to demonstrate that they are fully conversant in the skills, knowledge and behaviours expected of individuals at this level. It is designed to provide the independent assessor with a holistic view of the apprentice, and allow them to assess to what extent the apprentice meets or exceeds the apprenticeship standard.

The end-point assessment will consist of:

- Practical observation with Q&As
- Work based project, supported by an interview.
- Professional discussion supported by portfolio evidence.

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