

Level 3

Customer Service Specialist

TYPICAL DURATION: 15 MONTHS

FUNDING VALUE: £4000*



Role Profile

A Customer Service Specialist is the go-to professional for direct customer support in various sectors. They handle complex requests, complaints, and queries, and act as a referral and escalation point for intricate issues. Their expertise in their organisation's products and services allows them to share knowledge with their team and analyse customer data to drive service improvements. Proficient in IT systems, they adapt to different work environments to ensure customer satisfaction.

Additional Requirements

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes subjects such as; 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.

End Point Assessment

This EPA has 3 assessment methods.

- Practical Observation
- Work Based Project supported by an interview
- Professional Discussion

Typical Job Roles

- Customer Relationship Manager
- Customer Support Officer
- Customer Service Supervisor
- Customer Service Co-ordinator
- Customer Service Team Leader

Further Information

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

Awarding Body

Innovate

Non-levy Employer Contribution*

£200 (5%)

Progression Routes

Leadership & Management

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **0845 223 2401**, or e-mail us at info@steadfasttraining.co.uk