



CUSTOMER SERVICE SPECIALIST

Level 3

🕒 17 Months

A customer service specialist is a 'professional' for direct customer support within all sectors and organisation types. They are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. They are often an escalation point for complicated or ongoing customer problems. As an expert in their organisation's products and/or services, they share knowledge with their wider team and colleagues.

You would 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.

PROGRAMME OF STUDY

- Off-the-Job Training Requirement Fulfilled
- Showcase Portfolio – developed on-programme
- Project Proposal
- Level 2 English Qualification
- Level 2 Maths Qualification

FUTURE OPPORTUNITIES

- Customer Service Specialist
- Customer Service Manager
- Customer Service Team Leader
- Customer Service Executive

OUR PARTNERS



KNOWLEDGE

- Business Knowledge and Understanding
- Customer Journey Knowledge
- Customer Insights
- Customer Service Culture
- Environment Awareness

SKILLS

- Business Focused Service Delivery
- Providing a Positive Customer Experience
- Working with Customers
- Customer Service Performance
- Service Improvement

BEHAVIOUR

- Develop Self
- Ownership and Responsibility
- Team Working
- Equality
- Presentation



RESULTS

100%

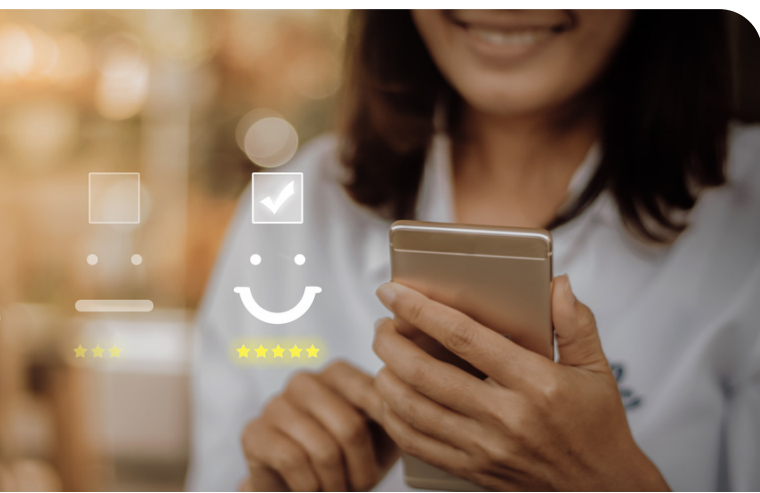
EPA Pass rate with 50% of learners achieving a Distinction

EXCELLENT

reviews from employers and learners on 'Find an Apprenticeship'

97%

of our learners are satisfied with their overall learning experience



PRACTICAL OBSERVATION – WITH Q & A

- The practical observation is covered in one session, typically lasting 60 minutes.
- An independent assessor will directly observe the apprentice undertaking various day-to-day workplace activities.
- The observation will include questioning to clarify knowledge and understanding is being applied in practice.
- During the observation, the apprentice should have the opportunity to move from one area/function of the business to another.
- The observation will take place in the apprentice's typical workplace.
- The observation must reflect typical working conditions.
- The observation can be completed before or after the work-based project, but it is recommended not to do so before the professional discussion.

WORK-BASED PROJECT – WITH INTERVIEW

- You will complete a written report on a project carried out in your role over two months after Gateway. It must be submitted to the independent assessor two weeks prior to an agreed interview date.
- The written report must be 2500 words, excluding annexes.
- The project should 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.
- Details should also include the apprentice's responsibilities and results.
- The interview to support the project will last for at least 60 minutes.
- The independent assessor will also ask ten competency-based questions to assess the relevant KSBs.

PROFESSIONAL DISCUSSION – SUPPORTED BY PORTFOLIO OF EVIDENCE

- The professional discussion will last for a minimum of 60 minutes.
- During the professional discussion, evidence from the on-programme portfolio of evidence will be used as a base to support the direction of the conversation.
- From their portfolio, the apprentice will extract evidence suitable for supporting them in their professional discussion.
- This evidence will consist of a minimum of 10 to 15 pieces and relate to the standards that apply to the professional discussion.
- Evidence can include witness statements, customer feedback such as emails or letters, and manager feedback from one-to-one or alike.
- The portfolio of evidence is not directly assessed or graded.