



Customer Service Specialist Level 3 Apprenticeship

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. 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.

Your training will include the following topics:

- Knowing your business
- Knowing your customers
- The Customer Journey
- Customer Service strategy & impact
- Customer Service Leadership
- Dealing with Customer Issues
- Customer Service Processes
- Customer Service Insite
- Customer Service Culture

EPA Requirements:

- Practical Observation
- Professional Discussion
- Business Project

Who is it suitable for?

Anyone working in a customer facing job role and may cover a range of situations including face to face, telephone, post, email, text and social media. This could also be in many types of environment including contact centres, retail, webchat, service industry or any customer service point

How long will it take?

A minimum of 12 months training followed by up to 3 months for EPA

Functional Skills requirement:

You will need to achieve a minimum of level 2 in maths and English or provide evidence of a suitable equivalent achievement. All apprentices will be required to work on maths and English as part of their personal development

Progression routes

Upon completion of this standard you will be able to progress to a sector specific level 4 Management apprenticeship such as the level 4 Hospitality Manager



Performance Learning Group

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