

Course Value:

£4000

Employers Pay:

£0-£200



CUSTOMER SERVICE SPECIALIST L3

The Customer Service Specialist apprenticeship has been developed to support learners in a customer service role and provides a highly transferable set of knowledge, skills and behaviours. Your core responsibility is to be a professional for direct customer support and act as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

Typical duration to gateway: 12-18months

To achieve the Customer Service Specialist L3 Apprenticeship Standard each learner must:

- Compile a portfolio of evidence demonstrating their competence
- Participate in regular one-to-one reviews with their line manager
- Engage with their Assessor/Tutor for guidance in meeting the required knowledge, skills, and behaviours
- Complete the minimum off-the-job training hours as set by the Department for Education
- Hold, or achieve through AM Training Associates Ltd, a Level 2 qualification in English and mathematics (mandatory for learners aged 16-18; optional for those aged 19+)
- Successfully pass the End Point Assessment

Knowledge, skills and behaviours (KSBs) assessed are:

Business knowledge and understanding	Customer journey knowledge	Knowing your customers and their needs / customer insight
Customer service culture and environmental awareness	Business focused service delivery	Providing a positive customer experience
Working with your customers / customer insights	Customer service performance	Service improvement
Develop self	Ownership	Responsibility
Equality	Presentation	Team working

End Point Assessment (EPA)

End Point Assessment is carried out by an external organisation (EPAO) and is made up of the following:

1. Practical Observation with Q&As – 60minute observation at work, 15% of which will be questions to seek clarity.
2. Work Based Project and Interview – 2,500 word project and 60minute interview.
3. Professional Discussion – 60minute professional discussion underpinned by a portfolio of evidence.

Apprentices' 1st attempt at EPA are covered by the course funding, however, in the event of an Apprentice failing, their EPA re-sit / re-take costs will fall to the employer.