



CUSTOMER SERVICES SPECIALIST LEVEL 3

12 MONTHS

APPRENTICESHIP WITH FOOTBALL FAMILY

WHO IS IT FOR?

This Level 3 qualification is aimed at the professional working in direct customer support in a range of sectors. Apprentices would be an advocate for supporting with more complex customer needs, requirements and complaints. Individuals would be an expert in the organisations products and services.

Knowledge and skills developed include:

- Showing initiative
- Sharing expertise and knowledge with your team
- Problem-solving skills
- Decision making
- People management responsibilities
- Utilising IT and other technologies

WHAT WE DO

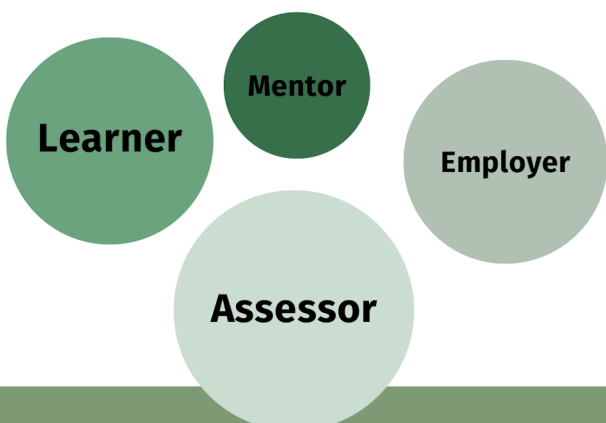
Football Family are an experienced apprenticeship provider, with a wide range of knowledge, skills and expertise. We provide support and training in a variety of sectors and pride ourselves on our mentorship enrichment within each course.


LEARNER - WHAT YOU NEED TO KNOW

- Online learning
- Projects & assignments each month
- Functional skills & upskilling in Maths & English
- Additional training courses included

EMPLOYER - WHAT YOU NEED TO KNOW

- Off the Job hours for the learner
- Attend reviews & 1-1's
- Employer liaison officer provided
- Regular contact and support



 01709 763272

 info@footballfamily.org.uk



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At the start of your learner journey you will receive IAG, complete your initial assessments, discuss your aspirations and plan your apprenticeship journey, including completing your first day of learning.

ONBOARDING & SIGN UP

FIRST

6

MONTHS

- Understand the impact of your organisations mission and business strategy
- Demonstrate understanding of your customers journey
- Knowledge of how customer expectations can differ
- Detailed understanding of reliable industry knowledge and best practice
- Demonstrate resolution of complex customer complaints

Completion of Functional Skills sessions & exams, learner voice and regular welfare support

- Providing positive customer experience
- Understand qualitative and quantitative customer experiences
- Further develop yourself as a professional
- Demonstrate ownership and responsibility in resolving customer issues
- Model experience in working effectively with others
- React appropriately to customers, resulting in a positive outcome

Regular upskilling of Maths & English, learner and employer voice, IAG and further career development support.

6 - 12

MONTHS

EPA

Complete mock EPA preparation with your Assessor before being entered into your EPA.

You will complete:

- Work based project supported by an interview
- Professional discussion around portfolio of evidence
- Practical observation with Q&A



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