

CUSTOMER SERVICE SPECIALIST LEVEL 3



This Customer Service Apprenticeships' main purpose is to enable you to become a professional for direct customer service support within your organisation.

An advocate of customer service who acts as a referral point for dealing with more complex or technical requests.

To be seen as an escalation point for complicated or ongoing customer problems, as an expert in your organisation.

Be able to support and share knowledge with your wider team and colleagues.

Have ability to gather and organise data and customer service information that can influence changes and improvements to service.

Duration - Typically this Apprenticeship will take 15 months.

Qualifications – Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Progression – On completion, apprentices may choose to register as Institute of Customer Service as an individual member at professional level, to support their professional career development and progression

Level - Level 3.

Value - £4000

Levy—Fully Paid Non Levy— 5% Employer Contribution

Delivery via

- 1-1 Coaching and Teaching with our Management Coaches
- Our specialised workbooks and folders
- Locally delivered workshops
- On Line Learning

Modules

Knowledge

- Business Knowledge and Understanding
- Customer Journey
- Knowing Customers and their needs
- Customer Service Culture

Skills

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

Behaviours

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

