

CUSTOMER SERVICE SPECIALIST: LEVEL 3



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. You utilise both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

Delivery model

The delivery of the programme will be through a blend of online learning, video tutorials, virtual classrooms, 1-1 coaching and practical learning opportunities. All learning will be supported by dedicated Learning Coaches.

When you have completed all of the agreed learning and achieved the required exams, you will be invited to attend a gateway meeting to discuss readiness for end point assessment (EPA). If no further learning is identified, you will progress through to EPA. You will be assessed against the requirements of the standard and awarded a final, overall grade for your apprenticeship.

Your commitments

If you do not currently hold English and maths qualifications at level 2, you will need to achieve Functional Skills Level 2 qualifications in these subjects before attending your gateway meeting.

You are entitled to 20% of your working hours away from your job to complete work towards your apprenticeship programme. Your Learning Coach will support you and your employer to measure and record this across the whole of your apprenticeship.





Entry requirements

- Initial Assessments in maths and English at Level 1 or above



Delivery model

Virtual learning and coaching through:

- Online
- Zoom
- Microsoft Teams
- Smart Rooms
- Workplace Development Activities 1-1 coaching



Typical duration

- 14 months learning plus up to 3 months End Point Assessment



End Point Assessment

- Workplace observation
- Work based Project – interview
- Professional Discussion

Knowledge, Skills & Behaviours



- Business Knowledge and Understanding
- Customer Journey Knowledge
- Knowing your customer and their needs/Customer Insight
- Customer service culture and environment awareness
- Business focused service delivery
- Providing a positive customer experience
- Providing a positive customer experience
- Working with your customer/customer insights
- Customer service performance
- Service improvement
- Develop self
- Ownership/responsibility
- Team working
- Equality
- Presentation

**It's as
easy as...**

**1.
Sign-up**

**2.
Launch
Programme**

**3.
Induction**

Knowledge

Knowledge will be delivered through online webinars, 1-1 sessions and individualised learning resources by our Specialist Learning Coaches. You will learn about your business, continuous improvement, leadership styles and how to apply them. You will look at the customer journey, how to handle complex situations and how to use business processes. We will support you in understanding how to approach different customers, how to analyse data and understand customer expectations.

Skills

Skills will be developed through underpinning knowledge delivered by online webinars, 1-1 coaching and workplace mentoring and experiences. Throughout the apprenticeship you will develop skills in continuous improvement, resolving complex, how to manage complicated situations, how to use written and verbal communication to support a positive customer journey, how to escalate referrals and comply with relevant legislation.

Behaviour

Behaviours – Effective customer service specialist is achieved through key behaviours. You will learn how to develop yourself within a customer service environment, to be creative and deliver realistic promises and solutions. We will support you in being able to work collaboratively as well as being open minded and enthusiastic. You will develop your personal brand to represent the company, building trust and customer satisfaction.

End Point Assessment

1. Work based project – supported by an interview. Apprentices will submit a written report, on a project they have during gateway. They will then have an interview where questions will be asked to demonstrate Knowledge Skills and behaviours.

2. Practical observation – The apprentice will be observed in their normal working environments, demonstrating knowledge skills and behaviours outlined in the assessment plan. The observation must include questioning to clarify knowledge and understanding

3. Professional discussion – a portfolio will be submitted, work selected will support a discussion demonstrating knowledge, skills and behaviours developed as specified in the assessment plan



COMMITMENT STEP BY STEP – EMPLOYER SUPPORT STRUCTURE

Step in the right direction – What does this mean?

There are steps you can take as an employer to support your apprentice in the workplace. The aim is to help the learner make the most of the programme and enjoy their learning.

These points below will help the apprentice achieve the best outcome from the apprenticeship with your support, improving your return on investment from training costs and a strong workforce.

- **To ensure your apprentice attends scheduled sessions arranged** – Group Session (Approx 2hrs) per month and 1 hr 121 session per month. This must be in work time.
- **Environment & Equipment** – To ensure a room or space is available for learners to attend their sessions and to provide equipment needed.
- **Off the job learning** – 20% across the qualification length of programme. Off the job learning must be directly relevant to the apprenticeship and can be delivered at the apprentice's normal place of work as long as it is not part of their normal working duties. It can cover practical training such as shadowing, mentoring and attending training sessions.
- **On the job learning** – On the job training helps an apprentice develop the specific skills for the workplace and they should be supported by a manager/supervisor/mentor.

- **Progress review attendance** – Manager/Supervisor/Mentor attendance every 12 weeks.
- **Invigilation of exams** – Could be asked to invigilate any apprentice exams where needed. Full training and support from Key Training will be given.
- **E portfolio system** – To log in to check progress/Next planned sessions for your apprentice
- **EPA process** – Support your apprentice in preparation for EPA across their length of programme. To be fully involved in the EPA process.

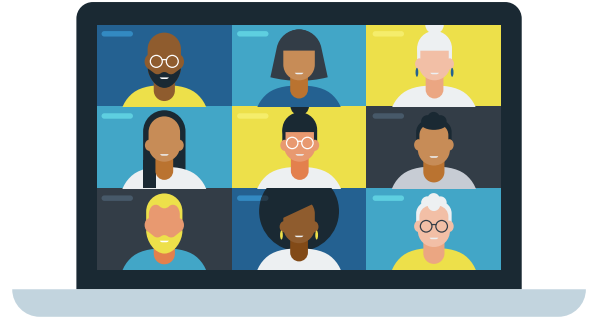


LEARNER COMMITMENT

Over the lifetime of your apprenticeship you will;



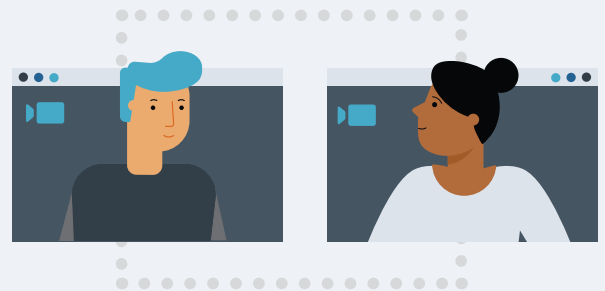
Have a full induction



Attend group teaching sessions



Off the job training with your employer



Have regular progress reviews with your Learning Coach and Mentor



121 sessions with your Learning Coach



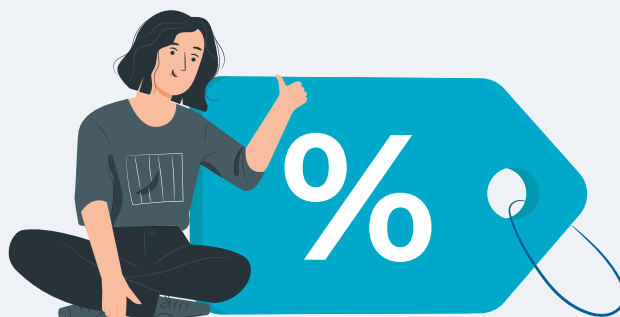
Complete activities set by your Learning Coach

EMPLOYER COMMITMENT

Over the lifetime of your apprenticeship you will;



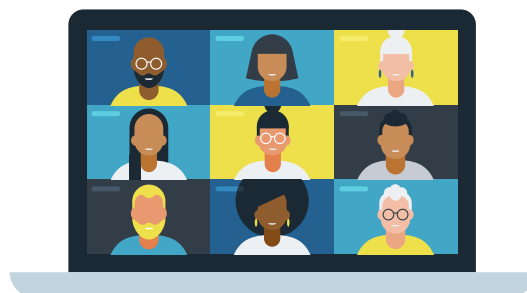
Attend your Apprentices online induction



Provide 20% off the job training



Check your Apprentices portfolio to ensure they are completing tasks set by their Learning Coach



Ensure your Apprentice attends scheduled training sessions

Attend online progress reviews with your Apprentice and their Learning Coach.

