

Apprenticeships

Level 3 Customer Service Specialist

Apprenticeship Code: ST0071
Sector: Business



Length of Delivery

15 months.

Entry Requirements

Apprentices without Level 2 English and Maths (GCSEs at Grade C/4 or higher) will need to achieve these prior to taking the End Point Assessment.

Employers can set their own entry requirements; however, learners must be of the right calibre and committed to achieve all components of their apprenticeships.

About the Role

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. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

What Apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this, and it must take place in the apprentice's contracted hours. Formative assessment of knowledge, skills and behaviours required in the delivery of the apprenticeship are broken down into the following modules.

Knowledge:

- Business knowledge and understanding
- Customer journey knowledge
- Knowing your customers and their needs/ customer insight
- Customer service culture and environment awareness

Skills:

- Business focused service delivery 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

Please go to the Institute of Apprenticeships website for further detail on the standard and assessment www.instituteofapprenticeships.org/apprenticeship-standards/customer-service-specialist/

End Point Assessment (EPA): how apprentices achieve their qualification

Apprentices on an Apprenticeship Standard are required to complete an end point assessment to achieve their qualification. The End Point Assessment is designed to assess the knowledge, skills and behaviours gained are sufficient to be awarded the Standard. These will be assessed by work-based project by an interview, practical observations with Q&As and professional discussion by portfolio evidence.

Before you can book end point assessment, Lakes College and the employer will sign off that the apprentice will be ready for EPA by a gateway assessment. Where an apprentice has not already achieved Level 2 English and Maths (GCSE C /4 or above), they must do so before taking the end point assessment.

Progression Opportunities

Team Leading or Management standards

Next Stage

- If you are an employer please contact our Business Accounts Management lead via team-sales@lcwc.ac.uk, whom will arrange an appointment to support your recruitment needs.
- If you are an applicant please either:
Go to our website www.lcwc.ac.uk and apply
or contact our admissions team **01946 839300**
or email admissions@lcwc.ac.uk


**SHAPING THE FUTURE
@ Lakes College**


Education & Skills
Funding Agency

Office for
Students 


disability
confident
EMPLOYER


European Union
European Social Fund
Investing in jobs and skills


NATIONAL COLLEGE
FOR NUCLEAR


matrix
Quality
Management
BSI
ISO 9001:2015
Quality
Management
BSI
ISO 9001:2015
Quality
Management


BSI
ISO 9001:2015
Quality
Management
BSI
ISO 9001:2015
Quality
Management

www.lcwc.ac.uk | 01946 839300