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CUSTOMER SERVICE SPECIALIST

Building on the Level 2 apprenticeship, the Customer Service Specialist Level 3 Apprenticeship prepares individuals for a leading role in customer service. This apprenticeship expands on some of the topics in the level 2 apprenticeship, as well as including customer service strategy, communication, customer experience, product and service knowledge, and complaint resolution.

Upon completion of the apprenticeship, apprentices will possess a deep understanding of customer service and will be able to provide exceptional customer service in a variety of settings, including retail, hospitality, and call centres. They will also be equipped with the skills and knowledge to develop and implement customer service strategies, analyse customer feedback, and lead and motivate a team.

As a Customer Service Specialist, they will play a pivotal role in delivering superior customer service and fostering customer satisfaction. Their professional and empathetic communication style enables them to represent their organisation in a positive light. Equipped with these competencies, they have the potential to ascend to higher positions within their organisation or further their professional development in customer service or management.



[click here to apply](#)

[view apprenticeship standard](#)



Level 3



£0 to £200

Maximum cost for non-levy employers and micro-businesses



15+ months

Approximate on-programme training (does not include EPA period)



£4,000

Maximum cost/funding for levy employers



Knowledge

- Business knowledge and understanding
- Customer Journey knowledge
- Knowing your customers and their needs/ Customer Insight
- Customer service culture and environment awareness



Skills

- Self Awareness
- Teambuilding and leadership
- Professionalism and presentation
- Communication & interpersonal skills, remaining calm under pressure
- Your organisation
- Customer needs and priorities
- Conflict and complaints
- Change and Improvement
- Business processes, finance and regulation
- Report writing and research



Behaviours

- Developing self
- Ownership/ Responsibility
- Team working
- Equality
- Presentation

ENROLMENT TIMELINE

- 01** Complete the online skills scan
- 02** Accept the Team's invitation to an induction session
- 03** Register in Bud (photo evidence of ID required)
- 04** Complete initial assessments (Functional Skills)
- 05** Attend enrolment session
- 06** Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME




CUSTOMER SERVICE SPECIALIST ROADMAP

Modules are delivered holistically through-out the programme.

18+ months

15+ months

3+ months

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment	
Apprenticeship Induction	Roles and responsibilities and self awareness	Teambuilding and leadership	Professionalism and presentation	Communication & interpersonal skills, remaining calm under pressure	Your organisation	Customer needs and priorities	Conflict and complaints	Change and Improvement	Business processes, finance and regulation	Report writing and research	End-Point Assessment Preparation		
INDUCTION	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass		<ul style="list-style-type: none"> Mock Practical observation/Q&A Build workbased project Professional Discussion
KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	EPA GATEWAY	
Preparing for your apprenticeship training Personal development	What kind of mindset do you have Understanding the sales environment Emotional intelligence Tools for self awareness Personal responsibilities and working in business environment	Your team Supporting each other Leading a team Leadership styles Review diversity within a team and its impact on communication, innovation and your leadership Understanding the sales environment	What is brand advocacy Your own personal presentation Presentation skills Positive attitude How personal presentation impacts on their organisation's brand Sales techniques	Effective communication Questioning techniques Sales techniques and processes Emotional intelligence and customer service Distinction criteria: How to maintain a positive relationship with a customer	Reflect on company brand and mission statement Company strategy Company market and its competitors Company structure	What is an internal and external customer What are their expectations? What is a typical customer journey How are the customer journey's managed What is customer loyalty	Maintaining a positive relationship with customers Escalating issues when there are problems? Why customer issues arise? Resolving issues Advanced questioning skills Improving your service?	Dealing with change and the impact of change CS delivery How would you make change? Benefits of change Legislation regarding change Gaining feedback for change PESTLE	What is a business process? What is a regulation? Understanding legal, regulatory and ethical requirements in sales and marketing What is an SLA? PESTLE analysis Factors that influence your business	Research skills Data types Gathering information	Use mock EPA materials from EPA company including: Work based project mark scheme Practical observation with Q&A mark scheme Professional discussion mark scheme		<p>REMOTE ASSESSMENT</p> <p>Workbased project Portfolio of evidence</p> <p>LIVE ASSESSMENT</p> <ul style="list-style-type: none"> Professional discussion on portfolio Observation with Q&A Interview based on workbased project
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review		

Formal review every 8-12 weeks

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results

