Customer Service Specialist
Level 3 Apprenticeship Standard

Who is it for:
The main purpose of a customer service specialist is to be a ‘professional’ for direct customer support within all sectors and organisation types. They support the Customer Service department and act as a referral point for dealing with more complex or technical customer requests, complaints and queries. They gather and analyse data and customer information that influences change and improvements in service. This role could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

Modules include:
- Business knowledge and understanding
- Customer journey knowledge
- Knowing your customers and their needs/customer insights
- Customer service culture and environment
- Customer service performance

End Point Assessment:
- Practical observation with question and answers
- Work-based project supported by an interview
- Professional discussion supported by portfolio

Grading:
- Fail / Pass / Distinction

Duration:
The apprenticeship will take between 15-18 months to complete.

Support:
The apprentice and organisation are supported by experienced Learning and Development Officers through high quality face to face contact, interim communication and regular tripartite progress reviews.

Progression:
Upon completion of the apprenticeship there are a different routes available, these can include: management or specialist sector apprenticeships. Job opportunities may include senior support role, management positions.