

Level 3 Customer Service Specialist Apprenticeship



Course Overview

The Level 3 Customer Service Specialist Apprenticeship is designed to help the apprentice to act as a referral point for dealing with more complex or technical customer requests, complaints, and queries. To gather and analyse data and customer information that influences change and improvements in service.

Utilising both organisational and generic IT systems to carry out the 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.

20% Off The Job

- Off the job training is learning which involves tasks or activities outside of the normal day-to-day working roles and contributes to the achievement of an apprenticeship. It can be delivered at the apprentice's normal place of work or off-site and should be during working hours.
- Examples of off the job training include classroom training, role play, coaching and mentoring, simulation exercises, online learning, work shadowing, manufacturer training, industry visits, self-study and assignment completion.

Progression Opportunities

Upon completion of the Customer Service Specialist Apprenticeship, the apprentice will be able to;

Study further qualifications:

Level 4 in Management

Fulfil job roles similar to and including the following:

Customer Relationship Manager

Team Leader

Assistant Manager

In addition, they are eligible to join the Institute of Customer Service as an Individual member at Professional level.

Course Content

To attain the Level 3 Customer Service Specialist Apprenticeship standard, you have to complete the following objectives:

- **Prove competence in Knowledge, Skills and Behaviours identified in the apprenticeship standard. Focus includes but not limited to:**
 - Business Knowledge and Understanding
 - Customer Engagement/Service Delivery
 - Self Development
 - Presentation
 - Team work
 - Responsibility and Equality
- **Portfolio of Evidence to prove competence**
- **Functional Skills** (if applicable)
 - English and Maths (Class/Exam)
- **Gateway** (Employer to decide whether the learner is ready to move onto the End Point Assessment after all relevant criteria above have been completed)
- **End Point Assessment (EPA)**
 - Practical observation with Q&As
 - Work based project, supported by an interview
 - Professional discussion supported by portfolio evidence

Entry Requirements

- Aged 16 +
- Mathematics and English GCSE grade: 4/C or Functional Skills Level 2
- Or complete relevant assessment to achieve Level 2

Course Cost

The maximum cost of this course is £4000 (if you have a Levy Account). Otherwise, 95% of the total cost of your course is funded by the Government, all that is required is a 5% contribution of £200 from the employer.

If you have < 50 employees, and the apprentice is aged 16-18, the Government will fully fund the course.



FNTC Training – Head Office:

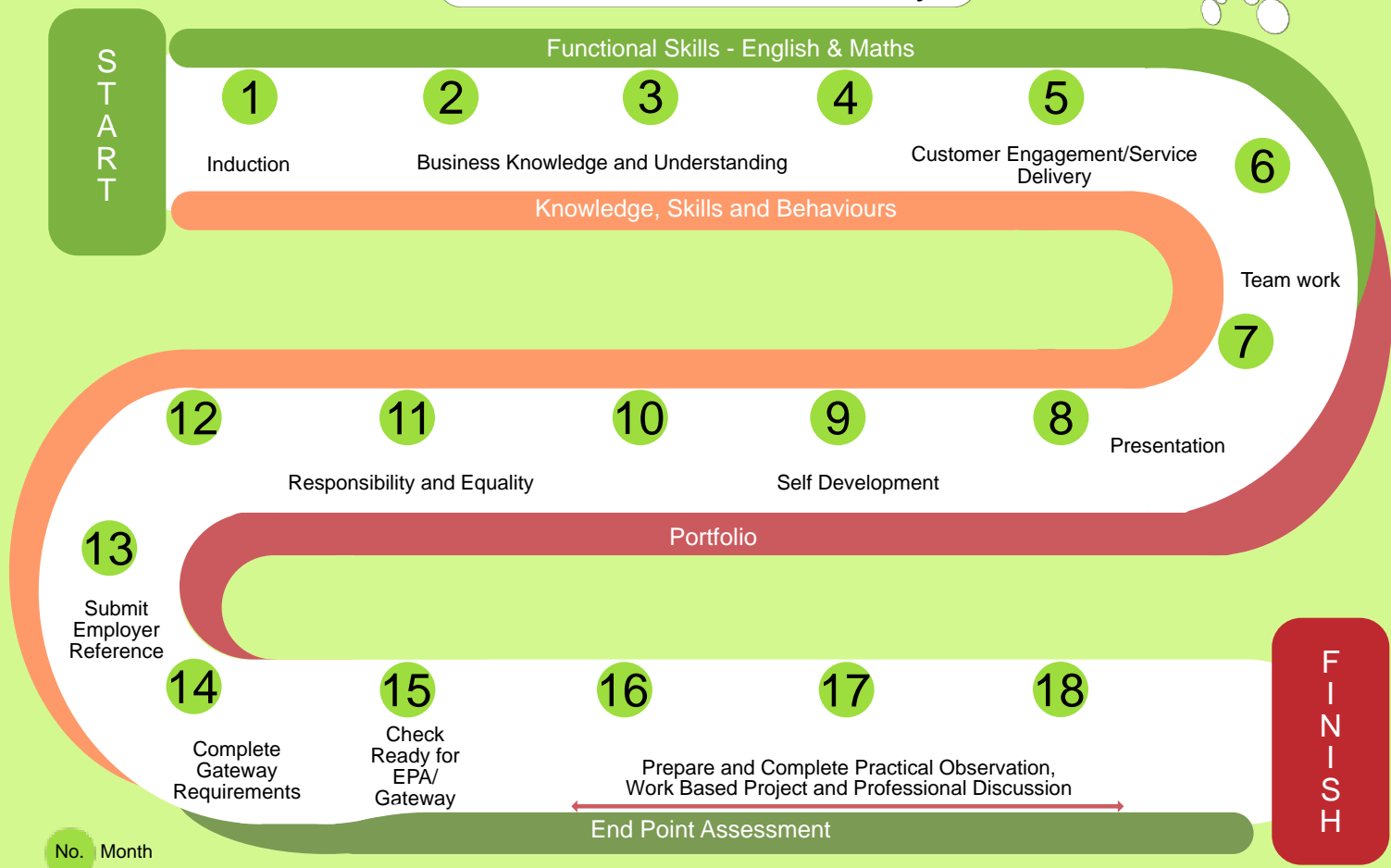
14 Bartram Road, Totton,
Hampshire, SO40 9JG

02380 866664

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Customer Service Level 3 Learner Journey



Please Note: Topics listed cover Knowledge, Behaviours and Skills. The order of topics during apprenticeship may differ from this layout. This is an approximate journey time of this apprenticeship.

End Point Assessment (EPA)

- **Practical Observation with Q&As** - A pre-planned and scheduled visit, when the apprentice is in their normal place of work, carried out by an Independent Assessor. The observation should enable the apprentice to evidence their skills, knowledge and behaviour from across the standard to demonstrate genuine and demanding work objectives.
- **Work Based Project, supported by an Interview** - A 2500 word written report on a project they have carried out, to be submitted 2 weeks prior to the interview. The subject should cover a specific high-level challenge (such as a complaint or difficult situation) that the apprentice has dealt with including annexes. The interview is 60 minutes and consists of a series of questions about the written report either face to face or via online conferencing.
- **Professional Discussion supported by Portfolio Evidence** - 60 minute interview based on a minimum of 10 pieces of evidence from the portfolio, carried out either face to face or via online conferencing with an Independent Assessor.

Venue & Duration

The course is organised to suit your needs in collaboration with your employer. The duration is typically between 15 - 18 months, dependant on circumstances.

How to Apply

To apply for this course:

Phone - 02380 866664

Email - businessdevelopment@fntctraining.co.uk

Website - www.fntctraining.co.uk

Further Information

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-specialist/>