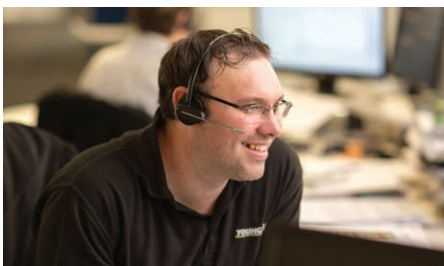


Level 3 Customer Service Specialist **New Apprenticeship Standard**

At Skills Training UK we go further in fully understanding what it is that our employer clients want to achieve from their training. We work as their partner in delivering on that vision, developing stronger employees who work well as individuals and as part of a team.



This Apprenticeship is for Customer Service Specialists in any sector or organisation, working in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

They will be a real advocate for Customer Service and will be a key referral point for dealing with complex or technical customer requests, complaints, problems or queries.

As a professional in customer support, they will gather and analyse data and customer information that will influence change and improvements in Customer Service.

We offer 2 bespoke pathways to enhance learning against the following:

- People Management
- Resource management

Employer Commitment

An employer must be prepared to provide the learner with the opportunity to carry out work and be part of projects which will enable the learner to produce substantial evidence towards their qualification.

In order to ensure the successful progression of the learner we request that employers participate in joint reviews of the learner's progress at regular intervals throughout the apprenticeship. This ensures continued and positive progress through the apprenticeship. It will also provide the opportunity to discuss and agree how any issues are to be resolved and how additional stretching and challenging activities can be built in.

Duration

The apprenticeship will typically take a minimum of 15 months and an Independent End Point Assessment must be completed in order to pass (please see overleaf).

Training and Support from Skills Training UK

During the apprenticeship the learner will have a dedicated trainer-assessor who will visit them within the work place at least once per month in order to support their learning and development. They will also be supported between visits by off-site information, advice, guidance, academic progress and technical competence support. The trainer-assessor will work with the learner and the employer to ensure that all learning needs are being met in order to ensure successful progression against all elements of the apprenticeship. >>

<< Eligibility

You must achieve Level 2 English and Maths prior to taking the end point assessment.

Requirements: Knowledge, Skills and Behaviours

The Level 3 Customer Service Specialist includes the following elements:

Knowledge

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

Skills and Ability

- Business-focussed service delivery
- Providing a positive customer experience
- Working with your customers and understanding customer insights
- Customer service performance
- Service improvement

Behaviours and Attitude

- Develop self – proactively keep service industry knowledge, skills and best practice up to date
- Personally take ownership for actions to resolve customer issues to the satisfaction of the customer and organisation
- Work effectively and collaboratively with other colleagues at all levels to achieve results
- Demonstrate equality – be adaptable and flexible to a customer's needs, adopt a positive and enthusiastic attitude and be open minded to tailor your service to each customer
- Demonstrate brand advocacy, values and belief when dealing with customer requests to build trust, credibility and satisfaction

Independent End Point Assessment

To successfully complete the apprenticeship, the learner needs to pass an End Point Assessment. This assessment is an independent assessment which has several stages:

- A practical observation with Q&A
- A work-based project
- A learner interview
- A professional discussion supported by a portfolio of evidence

The assessor from the end point assessment body will then decide whether to award successful apprentices with a pass, a merit or a distinction.

Qualifications

The apprentice will achieve an overall grade of pass or distinction in accordance with national and international standards. A pass candidate will be someone who is fully job ready. A distinction candidate will be someone who goes above and beyond what may be expected of them.

