

Customer Service Specialist

Level 3

Apprenticeship Standard

Customer Service Specialists provide direct customer support across a wide variety of sectors and organisations.

They are customer service advocates, acting with high levels of professionalism and integrity. They are often a referral or escalation point for more complex or technical customer requests, queries and complaints.

Customer Service Specialists are also experts in your organisation's products and/or services, sharing their knowledge and experience with the wider team. They gather and analyse data such as customer information to help influence necessary changes and improvements to service.

Whether it is face-to-face such as in a retail or service industry environment or via a contact centre/online facility, Customer Service Specialists use their understanding of organisational and general I.T. systems/digital technologies to provide a responsive and comprehensive point of customer service.

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Example job roles

Customer Service Assistant, Sales Assistant, Customer Care Representative, Contact Centre Operative, Receptionist, Customer Advisor/Representative.

Eligibility / Entry requirements:

- Aged 16+ years
- Employed in a customer service role
- Willing to work towards Functional Skills Level 2 Maths and English (if required)

Price

£4,000 (inclusive of End Point Assessment)

Progression route:



Key facts:	
Duration	15-18 months
Study mode/frequency	Regular attendance on bespoke Virtual Learning Environment and face-to-face meetings planned in with a dedicated tutor.
Qualification	Upon completion the apprentice will receive: <ul style="list-style-type: none">• Customer Service Specialist Level 3 qualification
Knowledge	<ul style="list-style-type: none">• Business strategy/processes in relation to your customers and your organisation• Continuous improvement• Leadership styles• Customer experience & challenges to its success• Understanding internal & external customer behaviour• Understand what drives loyalty, retention & satisfaction• Analysing information to provide customer insight• Legislation, regulations and industry best practice• Approaches to negotiating & resolving complex problems• Gathering customer feedback• Finding solutions that work for the customer & company
Behaviours	<ul style="list-style-type: none">• Developing self• Ownership and responsibility• Working in a team• Equality – treating customers as individuals• Demonstrating brand advocacy, values & belief• Proactive and flexible towards needs of the customer
Functional skills	Required to work towards Level 2 in Maths and English, unless exempt with recognised prior learning.
Assessment	End point assessment which may include: test of knowledge; competency based interview; assessment of evidence; presentation & questioning and a professional discussion.

Call **01949 20976** or email engagement@srededucation.co.uk for further information.