

UKTD



Customer Service Specialist Level 3 Apprenticeship



Occupation

The main purpose of a customer service specialist is to be a professional for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints and queries. You are often an escalation point for complicated or ongoing customer problems.

As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your 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.

Roles/Occupations may include:

- Customer Service Manager
- Customer Service Team Leader
- Customer Service Executive

Course content:

- Developing self
- Customer service legislation, regulation, policies and procedures
- Effective team working

- Brand, image and reputation
- Business knowledge and understanding in a customer service environment
- Specialist customer service knowledge and skills
- Handling and resolving complex customer service issues
- Improvement to customer service delivery building relationships internally and externally

Course Structure

This is the substantive part of the apprenticeship and includes both on-the job and off-the-job training and assessment. Throughout this stage, the apprentice will develop the skills, knowledge and behaviours outlined in the two-page Standard. It is important that quality checks are built in to ensure full coverage of the Standard.

Three key stages to the delivery of the apprenticeship:

- On Programme
- Gateway
- End Point Assessment

The End Point Assessment (EPA) is made up of three components:

- Work based project
- Practical observation
- Professional discussion

Duration - Typically this apprenticeship will take 15 – 20 months.

Qualifications – Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Progression – On completion, apprentices will be eligible to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service path, you may be eligible for further professional membership including management.

How to Apply

You can contact us in the following ways:

Go to our website: www.uktd.co.uk

Alternatively you can:

Telephone: 01442 230 130

Email us at: enquiries@uktd.co.uk



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