

Customer Service Specialist



Level 3

Overview

The Customer Service Specialist Apprenticeship is for someone who offers direct customer support within all sectors and organisation types. Individuals are an advocate of Customer Service who act as a referral point for dealing with more complex or technical customer requests, complaints, and queries. They are often an escalation point for complicated or ongoing customer problems.

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

Apprenticeship Breakdown



Level 3



Min 15 months

Apprenticeship Delivery

Apprenticeship Delivery – Blended approach Face-to-face, Skype, telephone and online learning

End of Course Qualifications

Functional Skills Level 2 in mathematics and English

Level 3 Customer Service Specialist Apprenticeship

End Point Assessment

Practical observation with Q&As



Work based project, supported by a structured interview



Professional discussion supported by portfolio evidence

Professional Registration

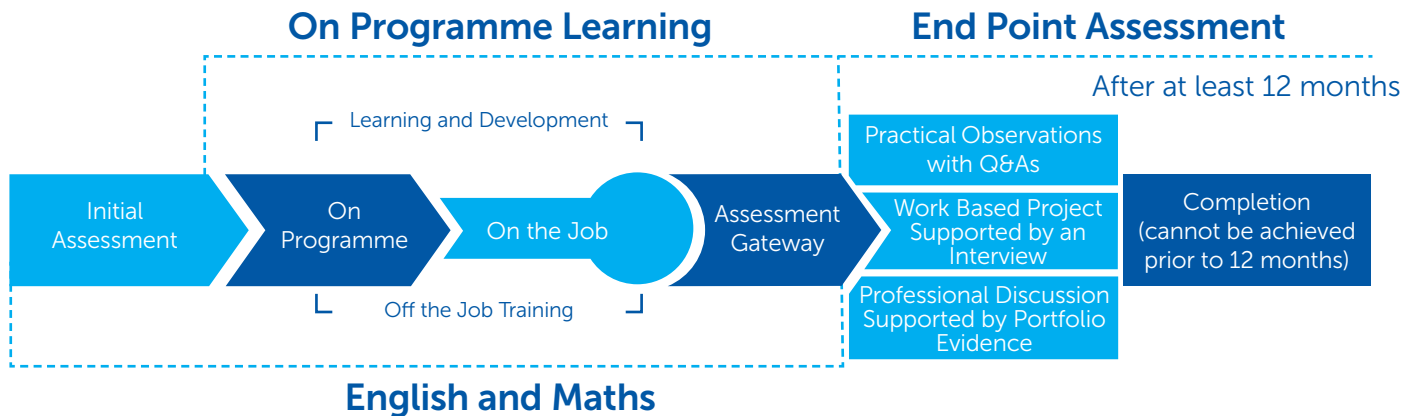
On completion, apprentices may choose to register with the Institute of Customer Service as an Individual member at Professional level.

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Apprenticeship Journey



What will your employees learn?

Knowledge

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

Skills

- Business focused service delivery
- Providing a positive customer experience
 - Working with your customers / customer insights
- Customer service performance
 - Service improvement

Behaviours

- Develop Self
- Ownership / Responsibility
- Team Working
 - Equality
 - Presentable

How will your employees learn?

Our Skills Coaches will support your apprentice by completing 1-2-1 interactions. These sessions will include the development of teaching and learning, performance reviews with line managers and will also take in to consideration any in-house training that is provided for the apprentice.

To Enrol or Contact Us:
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