

# Apprenticeships

## Find your inner Superhero

### Customer Service Specialist Level 3



#### Overview

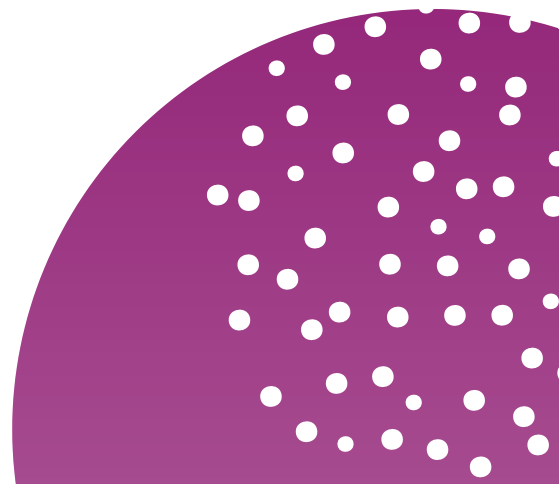
The main purpose of a customer service specialist is to be a “professional” for direct customer support within all sectors and organisation types.

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 product 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.

Length of Programme:  
15 Months



## Modules Include:

- Business Knowledge and Understanding
- Customer Journey Knowledge / Providing a positive customer experience
- Knowing your customers and their needs / Customer Insight
- Customer service culture and environment awareness
- Business Focused Delivery Service
- Customer Service Performance
- Service Improvement



These modules are all underpinned by a set of behaviours

## Benefits:

- Completion of this qualification will lead to the eligibility to join the Institute of Customer Service as an Individual member as Professional level
- Completion of this qualification can be a gateway to further career opportunities such as management or senior support roles
- Knowledge Builder – helps understanding the knowledge and skills required to work successfully within Business
- Earn as you learn
- Government Recognised Qualification - equivalent to A Levels



## End Point Assessment:

End Point Assessment or EPA as it's known has been created to assess the knowledge, skills and behaviours gained throughout the qualification. EPA is conducted by an external independent body chosen by the employer. EPA offers the chance to showcase your skills and be awarded a grade that reflects your performance. For this qualification the EPA consists of the following:

- 60-minute practical observation with question & answer
- 'Work Based Project, supported by an interview (project is on a work-related subject of your choice with agreement from your coach)
- 60 minute professional discussion supported by a portfolio of evidence