

Level 3

Apprenticeship

Standard for

Customer Service

Specialist



Overview

A customer service specialist demonstrates professionalism towards customers and supports the organisation. They have a great deal of knowledge about the organisation's products and/or services, and act as a point of contact to support customers and colleagues with complex requests, complaints and queries. Customer service specialists also analyse customer data, implement changes to improve services and are attentive to various digital technologies. Roles include customer service specialist, customer service manager, customer service team leader, and customer service executive

On –Programme Learning

The period of learning, development and continuous assessment is managed by the employer, with our support as the training provider. The on-programme pace will be driven by individuals, as well as by the breadth of experience an employer can offer, for the required minimum of 12 months, after which an end point assessment will take place. Employers work closely with us, as the training provider, to plan and deliver support and training appropriately. We work closely with the employer to add value by focusing real work competencies demonstrated in a real work environment.

Assessment Gateway

The employer, and if appropriate, in conjunction with the training provider, will formally sign off that the Apprentice has met the minimum requirements in regards to knowledge, skills and behaviours within the standard and confirm they are ready to move on to the end point assessment. This will happen during a meeting involving the Apprentice, their line manager and the trainer.

End Point Assessment

The end point assessment is synoptic and takes place at the end of the Apprentice's learning and development, after a minimum of 12-15 months on programme learning. This assessment will be conducted by an independent assessor. The End Point Assessment consists of three sections: A work-based project supported by an interview, a Witness Testimony completed by the employer and supported by an interview with the apprentice, and portfolio-based interview and a project presentation. The final grades are Pass or Distinction.

Functional Skills

Apprentices will be required to have or achieve a level 2 English and Maths or to have taken level 2 English and Maths exams prior to completion of their apprenticeship.



Frequently Asked Questions

How long does the course last?

The course lasts approximately 15 months

Where will the course take place?

The course is tailored to the individual needs of the Apprentice, and is delivered through remote meetings with their assigned trainer.

How much will the course cost?

For Apprenticeship Levy payers, the course will be fully funded through your Apprenticeship Levy Account. For Non-Levy payers, or Levy payers with insufficient funds in their account, the course will be 95% funded by the Education and Skills Funding Agency and 5% by the employer. For Non-Levy employers with less than 50 staff that employ a 16 - 18 year old, the course is fully funded. There is also additional funding available to employers for training an Apprentice who is 16 - 18 when they start the programme. The course charges will include all enrolments, exams, text books and end point assessment fees.

How is the Apprentice kept on target?

Apprentices and employers receive regular pre-arranged remote meetings with their trainer every 2-4 weeks, to monitor progress towards completing the Apprenticeship. Every 12 weeks this is formally discussed and recorded with the manager. We track, manage and deliver work through an award-winning e-portfolio, making it easy to see progress at a glance.

Who is eligible for funding?

Apprenticeships are available for anyone in the relevant job. There are no age restrictions and you can even complete an Apprenticeship as a graduate, as long as it is a different subject area.

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