

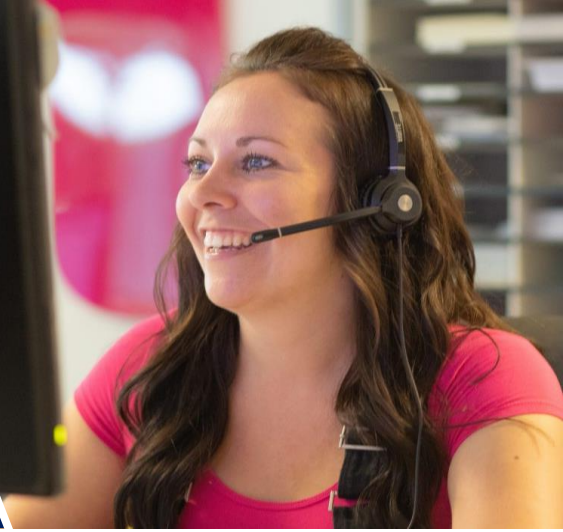
3

Course Code
ST0071

Total Apprenticeship Duration
18 months

- On-Programme
15 months
- Assessment Window
3 months

Recommended EPA Organisation
Training Qualifications UK



Apprenticeship Standard CUSTOMER SERVICE SPECIALIST LEVEL 3

OVERVIEW

Customer Service Specialists work within all sectors and types of organisations, providing professional direct customer support. Apprentices completing this Apprenticeship Standard will be customer service champions with the ability to act as the primary contact for customer requests, complaints and enquiries that are more technical or complex.

In many cases, the candidate serves as an escalation point for complete or ongoing customer issues. Their expertise

in the products and/or services of their organisation allows them to share knowledge and insights with the broader team and colleagues.

This position requires candidates to gather and analyse data and customer service information that leads to improvements in customer service. With knowledge of generic and organisational IT systems, candidates will be able to carry-out their duties effectively. Depending on the industry, this could be in a call centre, retail

outlet, web chat, service industry or at any point where customer service is provided.

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.

COURSE CONTENT

KNOWLEDGE

- Business knowledge & understanding
- Customer journey knowledge
- Knowing your customers & their needs
- Customer insight
- Customer service culture
- Environment awareness

SKILLS

- Business-focused service delivery
- Providing a positive customer experience
- Working with your customers
- Customer insight
- Customer service performance

BEHAVIOURS

- Develop self
- Ownership and responsibility
- Team-working
- Equality – treating all customers as individuals
- Presentation – dress code/professional language correct first time

ENTRY REQUIREMENTS

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week. Candidates must have achieved Maths and English at Level 2

prior to their training. Those who have not must achieve this prior to taking the end-point assessment and we will support this. Maths & English tests must be taken under exam conditions.



ON-PROGRAMME DEVELOPMENT & TRAINING

Using the **OneFile** online portfolio, candidates will compile evidence that demonstrates occupational skills, knowledge & behaviours; underpinning the confidence and competence gained in all aspects of the standard. The portfolio will demonstrate exemplar practice by the candidate and will include observations, a reflective log and a development plan including

360° feedback and self-assessment. We will support you with one-to-one workplace visits and remote sessions. All of these will contribute to the candidate's requirements of off-the-job training. HOET will work with the employer and candidate to develop a training and development plan that enables the remaining requirements to be met. Candidates will be supported

with mock End-Point Assessments (EPA) which will include Q&A sessions and a professional discussion. Development feedback will be provided at the end of these mocks to ensure candidates are given the support required to achieve EPA.

GATEWAY & EPA

GATEWAY

This is the preparation area for candidates' EPA, and can only be entered once the standard requirements have been met and we are in agreement with both the candidate and the employer that they are ready for EPA. During this time, further mock assessments will be completed. Candidates will be required to submit their portfolio of evidence to the EPA organisation. There will then be a planning meeting to finalise the preparations for the EPA. During Gateway, candidates are required to undertake a work-based project. This project will be carried-out over a 2-month period following the Gateway process. The subject of the project will be discussed in advance to confirm the

appropriateness for the business and relevance to the candidate's role. The proposal outlining the subject of the work-based project should be submitted for approval to the EPA organisation as the candidate passes through Gateway. The suitability of the proposal will be confirmed by the EPA organisation, from which the candidate will have 2 months to complete the project and submit a written report (2 weeks prior to the agreed interview date). It is recommended that the work-based project interview take place before the final EPA assessments.

END-POINT ASSESSMENT

EPA is completed on the date we agree with the candidate and employer; this is usually within 8 weeks

of entering Gateway and is finalised once all the required documentation has been submitted. Candidates will be required to complete a practical observation with a professional discussion based on their portfolio of evidence. The work-based project interview, observation, Q&A and professional discussion will last an hour. Total time for the EPA is 3 hours. All elements of the EPA are combined to determine the EPA grade according to guidance in the assessment plan. This can take up to 3 weeks.

The recommended EPA organisation for this standard is **Training Qualifications UK**.



INFORMATION



ADVICE & GUIDANCE



RECRUITMENT SUPPORT



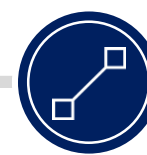
INDUCTION



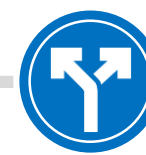
ON-PROGRAMME LEARNING



EPA PREPARATION



EPA



PROGRESSION ROUTES

“ I particularly found the teamwork and communication part extremely useful. ”



EMPLOYER & LEARNER SATISFACTION



OF EMPLOYERS WOULD
RECOMMEND US*



OF APPRENTICES WOULD
RECOMMEND US*

* From our 2020-2021 Employer & Apprentice Survey