

CUSTOMER SERVICE SPECIALIST LEVEL 3



Blended learning



Course duration

15 months (18 months with apprenticeship assessment)



EPA Organisation

Training Qualifications UK



Training time

Approx. 25 sessions



Funded learning

Funded via the Apprenticeship Levy



Apprenticeship level 3

OVERVIEW

Customer Service Specialists provide professional and high-quality support across all sectors and types of organisations. They act as the primary contact for customer requests, enquiries, and complaints, often handling more technical or complex issues.

These specialists serve as escalation points for ongoing customer concerns and use their expertise to support colleagues and the wider team. They gather and analyse customer data to identify improvements and ensure exceptional service.

This role requires proficiency in generic and organisational IT systems, and may be carried out in various environments, including call centres, retail, web chat, or service industries. Completion of this apprenticeship can lead to professional recognition through the Institute of Customer Service, with opportunities for progression to management roles.

WHAT TO EXPECT

- As an apprentice, you will have approximately 25 educator sessions throughout the duration of your apprenticeship.
- You will see your educator every 3 weeks for your online sessions, these appointments will be there to discuss your progress, assign you tasks and prepare you for your apprenticeship assessment.

ENTRY REQUIREMENTS

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week.

- If a candidate is 16-18 they must have achieved maths and English at Level 2 prior to completion of the course, this is something that can be completed with us if needed.
- If a candidate is 19+ and hasn't achieved in Maths and English GCSE before enrolling, it is up to the employer to decide whether these qualifications should be attempted.
- The candidate must be employed in a suitable role.

TYPICAL JOB ROLES

- Customer Service Advisor
- Customer Service Specialist
- Client Services Executive
- Customer Support Officer
- Customer Account Specialist

COURSE CONTENT

Customer & Business Knowledge

Understand your customers, their journey, needs, and expectations. Apply business knowledge and customer insight to support a culture of excellent service. Be aware of environmental factors that may impact service delivery.

Service Delivery & Skills

Deliver business-focused, high-quality customer service. Work effectively with customers to meet their needs and expectations, using insight to guide decision-making and improve service performance.

Customer Interaction & Engagement

Build professional relationships with customers, responding appropriately to enquiries, complaints, and requests. Use knowledge and interpersonal skills to influence positive outcomes.

Performance & Continuous Improvement

Monitor and evaluate customer service performance, identifying opportunities for improvement. Apply feedback and learning to enhance the quality of service.

Professionalism & Behaviours

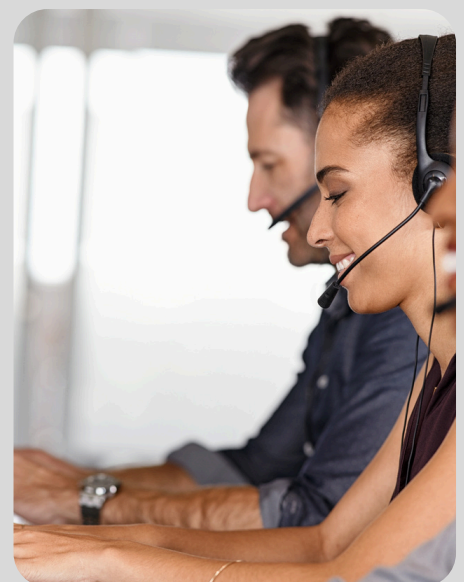
Demonstrate ownership, responsibility, and professional conduct. Work collaboratively in a team, uphold equality, and present yourself appropriately in line with organisational standards.

APPRENTICESHIP ASSESSMENT

The apprenticeship assessment includes:

- A 60 minute practical observation with a 10 minute question & answer.
- A 60 minute professional discussion supported by a portfolio of evidence.
- A work-based project supported by a 60 minute interview - you will have up to 2 months to complete the written report for this.

“HEART OF ENGLAND TRAINING HAVE BEEN OUR NUMBER ONE CHOICE OF TRAINING PROVIDER FOR THE DELIVERY OF BUSINESS ADMINISTRATION AND CUSTOMER SERVICE APPRENTICESHIPS. SINCE THE INTRODUCTION OF THE APPRENTICESHIP LEVY THEY HAVE ESTABLISHED THEMSELVES AS A HIGHLY VALUED AND POPULAR TRAINING PROVIDER”



**EMPLOYER &
LEARNER
SATISFACTION**

97%

of Apprentices would recommend us*

99%

of Employers would recommend us*