

Customer Service Specialist Apprenticeship Standard Level 3

A customer service practitioner delivers high quality products and services to their organisation's customers. They provide a high quality service to customers that's delivered from the workplace, digitally, or by going into the customer's locality.



Duration

18 months

Overview:

This apprenticeship will train the apprentice to be an advocate of customer service and act as a referral point for dealing with more complex or technical customer requests, complaints, and queries. As an expert in the organisation's products and/or services, the apprentice will share knowledge with the wider team and colleagues.

Assessment:

The end-point assessment takes place at the end of the apprentice's learning and development, after a minimum of 12 months of on-programme learning. It will consist of a practical observation with a question and answer session, work-based project supported by an interview and a professional discussion supported by portfolio evidence. This is a pass, fail or distinction result based on the apprentice's performance in the end-point assessment.

Qualification:

You will gain the Customer Service Pearson BTEC Diploma Level 3

Knowledge and Skills gained from this Apprenticeship:

- Understanding all aspects of the customer journey
- Knowing your customers and understanding their needs
- Deepening awareness of customer service culture and the environment
- Understanding business-focused service delivery
- Providing a positive customer experience
- Working with your customers
- Understanding customer service performance
- Improving services

Typical Job Roles:

Customer service manager

General responsibilities include supervising day-to-day operations in the customer service department and responding to customer service issues in a timely manner. Customer service managers work to create effective customer service procedures, policies and standards while maintaining accurate records and documenting all customer service activities and discussions.

Customer service coordinator

General responsibilities include interacting with customers and sales representatives to handle both pre-sales and post-sales service functions. Customer service coordinators provide outstanding customer service to improve customer satisfaction and relationships while resolving customer complaints/inquiries via mail or phone in a timely and accurate manner.

Delivery Method:

This apprenticeship will be delivered completely in the workplace with regular assessor visits. Learners will need to be allocated 20% of their contracted hours per week to concentrate on any development activities set.

Learners will also have an assigned tutor, a range of blended learning opportunities and an electronic portfolio, which will facilitate progress tracking and the monitoring of their work.

Cost:

- Levy employers: £4000 (deducted in equal monthly amounts from your digital levy account).
- Non-levy employers: £200 (5% contribution of training costs with 95% topped up by government funding).

Facts and Stats:

- 92.7% of apprentices who used our recruitment service would recommend it to a friend.
- 97.7% of our apprentices found our staff enthusiastic, knowledgeable and able to answer all relevant questions.

Progression Opportunities:

After successfully completing this apprenticeship, you can progress on to one of the following Leeds City College apprenticeships:

- Team Leader/ Supervisor Apprenticeship Level 3
- Project Manager Apprenticeship Level 4
- Operational Manager/ Departmental Manager Apprenticeship Level 5
- Chartered Manager Degree Apprenticeship Level 6

Entry Requirements:

The employer will agree entry requirements for these apprenticeships and these will depend on the role that they are advertising.

About the Team:

The Apprenticeship Business Engagement and Recruitment team can support potential learners/employers throughout the process of getting an apprenticeship set up with Leeds City College.

For employers we can:

- Help you write job descriptions for your vacancy
- Advertise your vacancy on national job boards
- Sift applications for suitable candidates
- Organise a Health and Safety check for your premises
- Support you with completing the required paperwork for apprenticeships