



APPROVED  
CENTRE



## Level 3 Customer Service Specialist

This apprenticeship is designed for individuals working in a Customer Service role and looking to develop their skills to undertake a senior position.

**The main purpose of a Customer Service Specialist is to be a 'professional' for direct customer support within all sectors and organisation types.**

They 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 products 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.

### Duration

Typical duration to gateway - 15 months (this does not include EPA period).

### Benefits for Learners

1. Build professionalism and confidence in a working environment
2. Ability to manage their own performance
3. Gain knowledge on Customer Service theories within the context of their work setting

### Benefit to the Business

1. Productive team members
2. Customer Service Specialist qualified staff
3. Responsible and adaptable team members

## Delivery

Our blended approach means that our programmes are flexible and enable apprentices to experience a range of learning and support opportunities in a variety of formats such as online or at a local ACL centre. The apprentice will have a dedicated tutor who they will meet (online or face to face) once a month who will guide them through their apprenticeship and prepare them for their End Point Assessment. Reviews of progress are carried out every 12 weeks with the learner, their line manager and the tutor.

Additional workshops and seminars will be available to all learners to support additional learning and the off job learning requirement.

## Commitment

6 hours a week (based on a 30 hour week) of a learner's contracted hours must be given to support the completion of the programme. Tutor led sessions are a mandatory part of the course along with any other learning activities set by the assessor or tutor.

Maths and English may need to be undertaken in addition to the main qualification depending on previous attainment in these areas. It is likely that the learner will be required to undertake research, reading and write ups to support their learning. The programme requires 100% commitment from the learner & employer to ensure successful completion.

## End Point Assessment (EPA)

End Point Assessment (EPA) takes place at the end of the apprenticeship programme and is a comprehensive holistic assessment of the skills, knowledge and behaviours required as laid out in the apprenticeship standard.

The Level 3 Customer Service Specialist EPA is made up of:

**Practical observation with Q&As** - The apprentice will be observed in their working environment. This will be completed by the Independent End Point Assessor from the EPA organisation.

**Work based project, supported by an interview** - The work-based project is completed within 2 months from the start of the end-point assessment period. The interview will take place before the end of the 3-month end-point assessment period.

**Professional discussion supported by portfolio evidence** – The apprentice will complete a discussion with the Independent End Point Assessor. This will be around their portfolio, including their job role, knowledge, skills and behaviours.

## Entry Requirements

Applicants must:

- Be new to or working towards a senior role in customer service
- Achieve the required level of Maths and English as part of the apprenticeship if a recognised qualification is not already held
- Be employed and have the support of their employer to undertake the programme

## Application Process

Applicants will:

- Complete an application form
- Undertake an Initial Assessment test that includes Maths and English
- Have an interview with an ACL team member to assess suitability and eligibility

Employers will:

- Sign a contract with ACL
- Consent to a health and safety checklist to be completed by an ACL team member

## City & Guilds Accredited Certification

There is an additional cost should the employer and apprentice wish to complete the Diploma in Customer Service.

This includes registration, certification and exams.

## Contact

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