

Customer Service Specialist

Level

3

Duration

Typically 15 months

Levy Cost £4,000

Non-Levy Cost
Fully funded or 5% (£200)

How can a Customer Service Specialist apprentice benefit my business?

Effective customer service sits at the core of many organisations. The customer service specialist apprenticeship will help your organisation develop skilled and knowledgeable customer service representatives. The apprenticeship will ensure your employees acquire essential customer service skills, such as effective communication, problem-solving, and conflict resolution, which will enhance their performance in dealing with customers and as a result improve the customer service experience, increase customer satisfaction, enhance the organisations reputations and improve efficiency and productivity.

Who is the Customer Service Specialist apprenticeship for?

The apprenticeship is designed for individuals who are interested in pursuing a career in customer service and wish to develop their skills and knowledge in this field. It is suitable for both new entrants to the industry and existing customer service professionals looking to enhance their abilities. The apprenticeship is suitable for a wide range of roles within customer service, such as customer service representatives, team leaders, supervisors, or managers and is applicable to a range of industries such as retail, business, construction and engineering.

What will it cost the business to take on an apprentice?

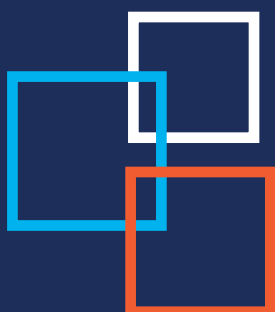
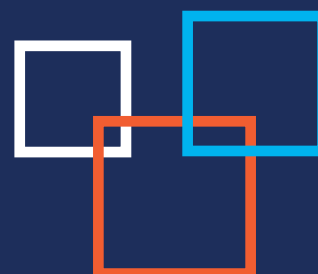
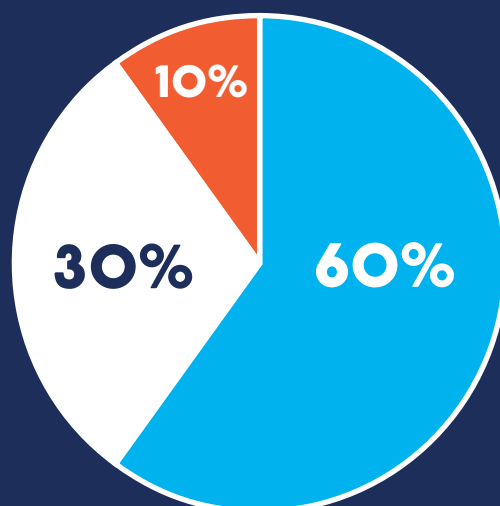
Levy-paying employers in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

Non-levy paying employers: The government will fund between 95% - 100%* of the cost of training an apprentice.

*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

How is the '20% off-the-job' training delivered?

There is no college attendance for this course – all learning is delivered in the workplace. Any requirements for technical knowledge are delivered remotely via telephone, Zoom or webinar sessions. These range from one to two-hour sessions, depending on the subject area.



	Work-based Activity
	Learning / Self-Study
	Knowledge Assessment

Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Customer Service Specialist Standard consists of:

- A work-based project and interview
- A workplace observation followed by a Q&A session
- A professional discussion underpinned by a portfolio of evidence

The Learner Journey

Month 1	Sign up and Induction	Skills scan · Developmental activities · Induction · Learning Plan
Months 2-5	On Programme	Knowledge delivery · Workshop attendance · Progress reviews
Months 6-11	On Programme	Skills development · Portfolio building · Work-based tasks · Progress reviews
Months 12-15	Gateway to EPA	Work-based project · Completion of Gateway documents · EPA preparations
Months 16-18	EPA	Workplace observation with Q&A session · Work-based project and interview · Professional discussion

Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Team Leader Level 3
- Associate Project Manager Level 5
- Operations/Departmental Manager Level 5
- Coaching Professional Level 5

