



Level 3

Customer Service Specialist Apprenticeship

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Summary

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. They will be an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints and queries .

Entry Criteria

We would expect apprentices to have a minimum of 4 GCSE' s Grades 9-4 (A-C) including Maths and English

Attendance

Apprentices will attend college one day a fortnight (during term-time only) at our Kingsway College Campus

Duration

15 months + End Point Assessment

What will I learn?

The Apprenticeship consists of the Level 3 knowledge, skills and behaviours including:

- Customer journey knowledge
- Knowing your customers and their needs
- Customer service culture
- Business focused Service delivery
- Providing a positive customer experience
- Working with customer/ customer Insights
- Customer service performance
- Service improvement

Key words

- Customer service
- Complaints resolution
- Customer journey
- Product knowledge
- Relationship building

The Apprenticeship Journey

Initial Steps



Make an application

- Via your employer
- Or for a new apprenticeship vacancy

Interview Stage

(N/A for existing employees)

Initial Assessment

Functional Skills
(if required)

Your Apprenticeship



Induction (0-3 Months)

- Start with employer
- Enrolment / commence College course
- Understand expectations

On Programme (3- 15months)

- Continue attending college
- Work towards Knowledge, skills and behaviours
- Develop portfolio

Gateway (15 months+)

- Meets minimum requirements for knowledge, skills and behaviours
- Achieved level 2 Maths/ English
- Sufficient Portfolio of evidence

Your End Point Assessment



End Point Assessment (15 months+)

- Graded Distinction, Pass or Fail

Assessment Type

Work based Project

Practical Observation

Professional Discussion

How To Contact Us



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