



**skills** for **security**



# Customer Service Specialist



**Apprenticeships**



The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You 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.

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.

The below shows the areas of knowledge, skills and behaviours that the apprentice will need to demonstrate by the end of the programme.

## Knowledge

- Business knowledge and understanding
- Customer journey knowledge
- Knowing your customers and their needs
- Customer service culture and environment awareness

## Skills

- Business Focused service delivery
- Providing positive customer experience
- Working with your customers
- Customer service performance
- Service improvement

## Behaviours

- Developing self
- Ownership/responsibility
- Team working
- Equality
- Diversity

## Measuring Progress

The apprentice, employer representative and training provider will take part in a formal progress review at least every 12 weeks. Within the review, progress to date will be evaluated with each party having the opportunity to record their thoughts. The review will also be used to shape the following 12 weeks ensuring the delivery meets the need of the employer and apprentice.

## Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer. Apprentices will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their Apprenticeship. We will support with achieving this.

### Title

*Customer Service Specialist*

### Level

3

### Typical Duration

*15 months (minimum of 12 months for delivery. Max 3 month EPA period)*

### End Point Assessment Method(s)

- 1. Practical Observation with Q&A*
- 2. Work based project supported by interview*
- 3. Professional discussion supported by portfolio of evidence*

### Achievable Grades

- Fail
- Pass
- Distinction

### Delivery Method

Blended

