

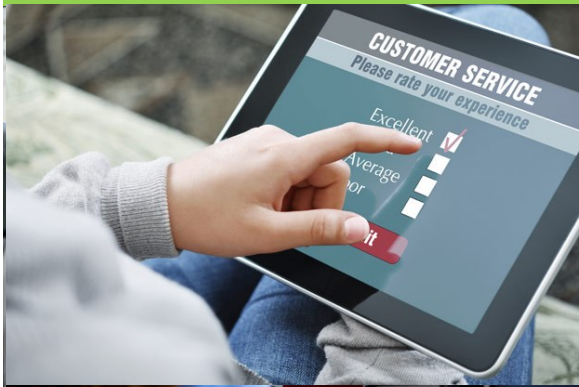
Davidson Training UK Ltd

Customer Service Specialist

Apprenticeship Standard Level 3



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.



The Customer Service Specialist Apprenticeship is made up of several components which cover the programme.

KNOWLEDGE

- ⇒ Business Knowledge and Understanding
- ⇒ Customer journey knowledge
- ⇒ Knowing your customers and their needs/ Customer Insight
- ⇒ Customer service culture and environment awareness

SKILLS

- ⇒ Business-focused service delivery
- ⇒ Providing a positive customer experience
- ⇒ Working with your customers / customer insights
- ⇒ Customer service performance
- ⇒ Service improvement

BEHAVIOURS

- ⇒ Develop self
- ⇒ Ownership/Responsibility
- ⇒ Team working
- ⇒ Equality
- ⇒ Presentation

Customer Service Specialist

Apprenticeship Standard Level 3

Level 2 Functional Skills in Maths (if no prior exemption)

Level 2 Functional Skills in English (if no prior exemption)

This is a level 3 apprenticeship standard that will take a minimum of 15 months to complete.

A Customer Service Specialist could be in many types of environments including contact centres, retail, webchat, service industry or any customer service point.

This apprenticeship is for individuals working within a customer service environment.

You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You will provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include face to face, telephone, post, email, text and social media.

The apprentice is expected to work independently and take responsibility for the outcomes of their work, with support of the employer and the training provider. Apprentices will be assessed on their knowledge, skills and behaviours throughout the apprenticeship and supported by visits from a trainer at least every 4 weeks. Training will also take place online and via Teams, Zoom or similar platforms.

Throughout the period of learning and development, the apprentice will meet with the employer and trainer to record their progress against the standard. At these reviews, the employer and trainer assessor will: set learning goals, track the apprentice's progress and make any required and agreed changes to their development plan and coordinate 20% of the apprentice's time being spent in off-the-job training.

END POINT ASSESSMENT

End-point assessment (EPA) is an assessment of the knowledge, skills and behaviours that the apprentice has learned throughout an apprenticeship, which confirms that they are occupationally competent.

The end-point assessment for Customer Service Specialist is made up of 3 components.

1. A 2,500-word work-based project, supported by a 60-minute interview.
2. A 60-minute professional discussion, supported by portfolio evidence.
3. A 60-minute practical observation with Q&A's .



WORK-BASED PROJECT SUPPORTED BY INTERVIEW

The work-based project is designed to ensure an apprentice's learning meets the needs of the business and is relevant to their role. The subject of the project will cover a high-level challenge that the apprentice has dealt with. The apprentice will explain what the challenge was, what actions they took, the solutions offered, details of any recommendations made to change a policy or process and any feedback from the customer.

Details should include the apprentice's responsibilities and results. The interview will consist of 10 competency-based questions.

PROFESSIONAL DISCUSSION SUPPORTED BY PORTFOLIO OF EVIDENCE

During the on-programme time, the apprentice will develop a portfolio of evidence which could include witness testimonies, customer feedback and manager feedback. The portfolio itself is not directly assessed. Evidence from the portfolio of evidence will be extracted by the apprentice to support the professional discussion. The portfolio should contain between 10 and 15 pieces of evidence that relate to the standards of the professional discussion.

PRACTICAL OBSERVATION WITH QA's

The apprentice will be observed undertaking a range of day-to-day workplace activities. The activities should allow the apprentice to demonstrate the full range of their knowledge, skills and behaviours. The observation will include questioning to clarify knowledge and understanding. The apprentice should have the opportunity to move from one area of the business to another in order to best demonstrate the required KSBs .



Non-Levy Paying Employers (With less than 50 employees)

This apprenticeship is fully funded by the government if you have **LESS** than 50 employees and the apprentice is aged 16-18 or the apprentice is 19-24 and has previously been in care or has a Local Authority Education and Health Care Plan.

Otherwise there is a charge of £200.00 which can be paid over the first 5 months of the apprenticeship or in full at the start.

Non-Levy Paying Employers (With 50 employees or more)—£200.00

This apprenticeship costs £4,000 and is funded by both the employer and the government. The government will pay 95% (£3,800) of the cost. This can be paid monthly over the first 5 months of the apprenticeship or in full at the start.

Levy Paying Employers—£4,000.00

This apprenticeship costs £4,000 which is funded from the employer's levy pot via the Apprenticeship Service over the course of the apprenticeship.

Why choose Davidson Training UK Ltd?

Based in Essex, we cover the South East ,East of England, Essex, London and Nationally. Davidson Training has a proven track record of successfully delivering innovative training to thousands of apprentices and employers for over 25 years. We are dedicated to supporting our apprentices and employers, improving organisation's development opportunities and apprentices career development

Are you interested? Do you have any questions?

Call us on: 01375 480088

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