



# Apprenticeship Guide

## Customer Service Specialist

Level:	3
Duration:	12-15 months
Typical Job Roles:	Customer Service Manager, Senior Customer Service Advisor and Sales Executive.
Role Profile:	The main purpose of a customer service specialist is to be a professional for direct customer support within all sectors and organisation types. An advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. Responsibilities may include sharing knowledge with the wider team, gathering and analysing data and customer information that influences change and improvements in service.
Skills, Behaviours and Knowledge:	Continuous improvement in a service environment End-to-end customer experience Customer Insight Customer service culture and environment awareness.
*Cost	£4,000

## Apprenticeship Overview

- An apprenticeship is a real job with an accompanying skills development programme. It is a way to earn and learn, gaining valuable skills, knowledge and behaviours in a specific job role.
- Apprentices must spend at least 20% of their normal working hours on off-the-job training.
- Apprentices must achieve maths and English functional skills at level 2 during the programme (if not already achieved).
- Apprentices and employers will take part in regular reviews (at least every 12 weeks) to discuss progress and plan for achievement.

\*Apprenticeships are either funded via the Apprenticeship Levy or via the government for non-levy paying employer (at least 95% of the cost is covered with additional funding and/or financial incentives for small employers).

## Our 6 step apprenticeship journey:

<b>Step 1</b> Onboarding and enrolment	Access deliver Matrix Standard accredited information, advice and guidance to all potential apprentices. We use various initial assessment methods such as a skills analysis, to establish current skills and experience, including maths and English, to develop an individualised learning plan.
<b>Step 2</b> On programme learning and development	Access work with employers to design the apprenticeship programme incorporating on and off-the-job training. Our qualified Trainer Assessors use a blended approach of teaching, 1-1 sessions, e-learning, workshops and coaching to deliver the necessary skills, knowledge and behaviours including maths and English (where applicable).
<b>Step 3</b> Gateway	Before moving to End Point Assessment, apprentices must meet the gateway requirements. These include: <ul style="list-style-type: none"><li>• Maths and English functional skills</li><li>• Evidence portfolio.</li></ul>
<b>Step 4</b> End Point Assessment	Apprentices will be assessed via an independent end point assessment organisation (EPAO) to confirm competence. This will be arranged in advance and will consist of: <ul style="list-style-type: none"><li>• Practical observation and Q&amp;A</li><li>• Work-based project and interview</li><li>• Professional discussion on evidence portfolio.</li></ul>
<b>Step 5</b> Completion and certification	Upon successful completion of the End Point Assessment, the apprentice will have fully demonstrated their competence in the subject area and be awarded with their Apprenticeship certificates at either a pass or distinction.
<b>Step 6</b> Progression opportunities	Discussions will take place with all apprentices to help them plan the next steps on their career path. Completion of the apprenticeship can help progression to higher levels of apprenticeships, further training or promotion and businesses will benefit from high performing staff. Example of progression routes include the following;  Apprentice will be able to apply for: <ul style="list-style-type: none"><li>• Institute of Customer Service Individual or Professional level</li></ul> Possible future development: <ul style="list-style-type: none"><li>• Team Leader/Supervisor Apprenticeship</li><li>• Senior Customer Service and Sales roles.</li></ul>

For additional information and to discuss your individual requirements, contact our Engagement Team who will be happy to help.