

Customer Service Specialist Apprenticeship (Level 3)

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 whilst in a specific job role.

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.

Knowledge, skills and behaviour

- Continuous improvement in a service environment
- End-to-end customer experience
- Customer insight
- Customer service culture and environment awareness.

Typical job roles

- Customer Service Manager
- Senior Customer Service Advisor
- Sales Executive

Course details



Duration of programme:
12-15 months



Start date:
You can start this apprenticeship at any time of year.



Cost:
£4,000
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).



Regular reviews:
Apprentices and employers will take part in regular reviews (at least every 12 weeks) to discuss progress and plan for achievement.



Study time:
Apprentices must spend at least 20% of their normal working hours on off-the-job training.



Study location:
Your workplace



Possible future development:
Team Leader/Supervisor
Apprenticeship or Senior Customer Service and Sales roles.

Our apprenticeship journey

Starting an apprenticeship is an exciting and challenging undertaking. We have summarised some of the main aspects of our apprenticeship journey below.

1. Onboarding and enrolment

Access Training 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.

2. On programme learning and development

Access Training 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, one-one sessions, e-learning, workshops and coaching to deliver the necessary skills, knowledge and behaviours including maths and English (where applicable).

3. Gateway

Before moving to end point assessment, apprentices must meet the gateway requirements. These include:

- Maths and English functional skills
- Evidence portfolio.

6. 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.

5. 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.

4. 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:

- Practical observation and Q&A
- Work-based project and interview
- Professional discussion on evidence portfolio.

Why Access Training?

The flexibility of our training model

We have a broad range of services; including apprenticeships, and CPD courses, which can be tailored to suit your organisation's training and recruitment needs.

Continuous Professional Development (CPD)

We will work with you to design, develop and deliver a bespoke package of CPD programmes covering the skills, knowledge, experience and behaviours required.

The support we offer to our employers and learners

We offer a tailored blended approach to our learning. Providing one-to-one support, our expert staff are always on hand to guide, encourage, provide feedback, and share best practice.

Funding

We are an approved provider of apprenticeships and can utilise government funding, such as the Apprenticeship Levy, to support employers.

Our background

We have over 40 years' experience in delivering learning and apprenticeships. We're trusted partners of the Education and Skills Funding Agency (ESFA), and CIH, and are regulated by Ofsted.

Other services

Our services also include bespoke packages of training to organisations looking for short-term, operational learning opportunities for their people.

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

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