



## Apprenticeship Customer Service Specialist Advanced Level 3

2021/22

Inspiring Lives, Discovering Futures

### The Course

#### In brief...

The main purpose of a Customer Service Specialist is to be a 'professional' for direct customer support within all sectors and organisation types. As an apprentice you will be training to become 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.

#### Who is it for?

Suitable for someone who may have some previous experience in customer service or administration, who wants to move up to the next level.

#### What the Course Leads to

#### What courses can I do after this?

Upon successful completion of this apprenticeship, you could consider a Team Leader or Management or Project Manager apprenticeship subject to a suitable job role. Or you could consider a part time ILM or CMI management course.

#### What do I need to apply

#### To do this course you should have...

Individual employers will set their own entry requirements for their Apprenticeship. Candidates will likely require four GCSEs at grades 9-4 (formerly A\*-C), including English and maths, or other relevant qualifications and experience. Candidates must also demonstrate an interest in Customer Service

#### Course costs

Course Code	Start Date	Costs 16-18	Costs 19-23 (with concessions)	Costs 19+ (no concessions)
BAX3CS0001	01/08/2021	TBC	TBC	TBC

\* Please note fees are subject to change.

#### Course Content

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#### Key skills covered include:

Business focused service delivery: strategy, implementation, improvements • Providing a positive customer experience: the whole customer experience, how business processes impact, problem solving, managing situations

### Key Information

#### Duration

18 Months

#### Attendance

Apprenticeship

#### Level

Level 3

#### Qualification Name

Apprenticeship Standard

#### Awarding Body

EDEXCEL

#### Curriculum Area

Business, Digital, Leadership &

ESOL - Business & Finance

- Working with customers/customer insights: internal and external customers, behaviours, customer loyalty, different customer types and expectations, analysing feedback

Providing a positive customer experience: the whole customer experience, how business processes impact, problem solving, managing situations

Working with customers/customer insights: internal and external customers, behaviours, customer loyalty, different customer types and expectations, analysing feedback

Customer service performance: maintaining positive relationships, managing referrals or escalations

Service improvement: analyse the end to end service, offer recommendations, keep up to date with changes in relevant legislation, regulations and industry best practice, teamwork

Next Steps ...

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