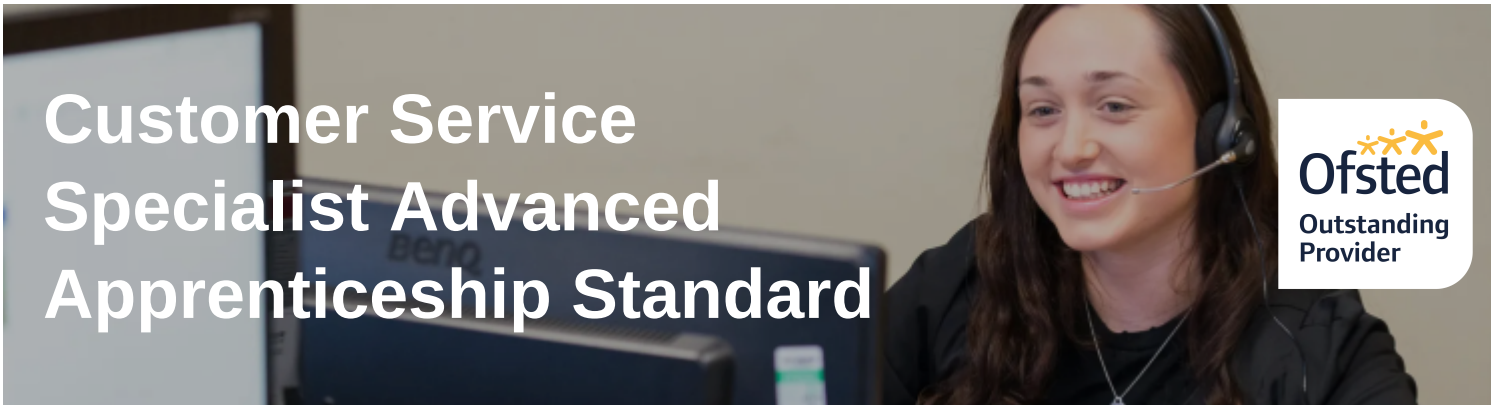


Customer Service Specialist Advanced Apprenticeship Standard

Ofsted Outstanding Provider

Course Level: Level 3

Campus: Newcastle

Subject Type: Accounting, Business, Travel & Legal

Course Overview:

This apprenticeship focuses on developing advanced customer service skills, including managing customer complaints, implementing service improvements and analysing customer feedback, preparing apprentices for leadership roles in customer service.

What's Covered:

The topics you will cover whilst training include:

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.

Topics Include:

- Business Knowledge and Understanding
- Customer Journey knowledge
- Knowing your customers and their needs/ Customer Insight
- Customer service culture and environment awareness
- Business focused service delivery
- Providing a positive customer experience
- Service improvement

Customer Service Apprentices may be the first point of contact and will work in a range of roles including Customer Service Assistants and Representatives/Agents.

Entry Requirements:

Candidates need a minimum of four GCSEs, including maths & English (minimum grade 4/C).

Assessment Information:

The End Point Assessment includes:

1. Practical observation
2. Apprentice showcase
3. Professional discussion

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DfE Expert Training Providers

Results 13%

above national average

To start the End Point Assessment, Apprentices must hold a Level 2 English and maths qualification.

Fees and Financial Support:
While you are on an apprenticeship your employer pays you a salary and supports you whilst you undertake your training

Progression:
If you successfully achieve all parts of the apprenticeship, your assessor will discuss your next steps to take. Dependent on your roles and responsibilities, this may be the next level of the subject you have been studying already or a different pathway.

What else do I need to know?
On an apprenticeship programme you usually will work for a minimum of 30 hours a week for the employer and then have one day a week at college or designated time in the workplace.
Some job roles will require a DBS before starting, you will be advised at interview stage if this is required.
Whilst you are on an apprenticeship your employer pays you a salary, this includes all off the job training.

How do I find out more?

T: 01782 254287 (Newcastle office) / T: 01785 275660 (Stafford office)

E: apprenticeships@nscg.ac.uk