



the **skills** network



# LEVEL 3 CUSTOMER SERVICE SPECIALIST



## Overview

The Skills Network's Level 3 Customer Service Specialist Apprenticeship includes a wide range of study topics that the Apprentice is able to put into practice. These include organising and delivering quality customer service, resolving problems and enabling customer retention.

The Skills Network offers individualised learning to each Apprentice, and heavily involves you in all curriculum scoping to ensure that progress is meaningful. In addition, the curriculum scoping exercise provides an opportunity to review prior learning and completed qualifications, with the aim of personalising Apprenticeships to support and enhance your business, and therefore your Apprentices' progress.

We have the ability to individualise every Apprentice's scheme of work to produce a bespoke delivery plan tailored around the individual's needs by incorporating content from our e-learning catalogue, providing a more enhanced experience for the Apprentice.

Prior attainment is carefully considered from the start to ensure time on the programme is maximised. The Skills Network offers strong Information, Advice and Guidance (IAG) to ensure that each Apprentice understands the context of their learning, the assessment methodology and that their future career progression is carefully mapped into their journey.

# LEVEL 3 CUSTOMER SERVICE SPECIALIST

## Entry requirements

- Advanced interpersonal skills.
- Experience working with customers.
- It is desirable that candidates would have achieved a level 2 in Maths and English (equivalent to GCSE Grade C or above) prior to commencing their Apprenticeship training. For those Apprentices who are yet to achieve a level 2 in English and Maths, they will have the opportunity to complete these qualifications during their Apprenticeship. However, a level 2 must be achieved in these areas before they qualify for entry to their End Point Assessment (EPA).

## What will the Apprenticeship include?

Throughout the duration of the Apprenticeship, your staff will develop a range of new knowledge, skills and behaviours which will add significant value to each Apprentice's overall learning, progress and development. Examples include:

### Knowledge

- Business knowledge and understanding
- Knowing your customers and their needs/ customer insight
- Customer service culture and environment awareness.

### Skills

- Business-focused service delivery
- Providing a positive customer experience
- Customer service performance.

### Behaviours

- Team working
- Equality
- Presentation.

## Benefits

The benefits of this level 3 Apprenticeship include:

- Improved staff retention
- Work in partnership with a nationally recognised training provider
- Employees will achieve a nationally recognised level 3 qualification
- Employees gain access to award-winning learning and assessment materials
- Bespoke support to ensure your Apprentices access high quality 'off-the-job' learning
- Rapid improvements within your employee's performance, productivity and behaviours which will benefit your organisation's services
- Employees will receive subject specialist support from a Trainer and access to a Learner Support Advisor (LSA) for everyday queries.

## Progression Opportunities

- Level 3 Team Leading
- Level 5 Operations/Departmental Manager
- Level Business Administrator.