

Customer Service Specialist Level 3 Advanced Apprenticeship

Qualification aims/objectives/suitability

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. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.

Functional Skills

Apprentices without English or Maths at Level 2 must achieve this prior to taking the end point assessment.

Course Content includes:

- Business focused service delivery
- Providing a positive customer experience
- Working with your customers/customer insights
- Customer service performance
- Service improvement

Qualification

Level 3 Diploma – Customer Service Specialist

Duration

Typically 15 – 18 months

Venue

The course will be delivered and supported in the workplace and by the training provider.

If functional skills are required this may be delivered in the workplace or with the training provider.