

Apprenticeships

Find your inner Superhero

Customer Service Specialist - Level 3



Programme Overview

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 product 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.

Modules Include:

- Business Knowledge and Understanding
- Customer Journey Knowledge / Providing a positive customer experience
- Knowing your customers and their needs / Customer Insight
- Customer service culture and environment awareness
- Business Focused Delivery Service
- Customer Service Performance
- Service Improvement



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Key Information

Qualification	Level 3 Customer Service Specialist Apprenticeship - equivalent to A-Levels
Duration	This qualification typically takes 15 months
Entry Requirements	<p>The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grades 4-7.</p> <p>Apprentices without Maths and English will be required to complete Functional Skills at level 2 prior to taking the end point assessment.</p>
Role Suitability	Ideal for anyone who is in or starting a role with a responsibility to provide high quality customer service to customers.
Key Responsibilities	Dealing with customer queries, purchases and complaints.
Delivery	Blended approach of remote and face to face visits.
Assessment	<p>For this qualification the EPA consists of the following:</p> <ul style="list-style-type: none"> • 60-minute practical observation with question & answer • Work Based Project, supported by an interview (project is on a work-related subject of your choice with agreement from your coach) • 60 minute professional discussion supported by a portfolio of evidence
Progression	<p>Completion of this qualification will lead to the eligibility to join the Institute of Customer Service as an Individual member as Professional level.</p> <p>Completion of this qualification can be a gateway to further career opportunities such as management or senior support roles</p>
Benefits	<ul style="list-style-type: none"> • Knowledge Builder - helps understanding the knowledge and skills • required to work successfully within Business • Earn as you learn • Government Recognised Qualification



Northern Training Academy are committed to ensuring employers and apprentices have everything they need before the programme begins.

Apprenticeship Support Team

Our dedicated support team provide monthly status updates for learners and line managers to highlight progression and engagement, with additional meeting support where necessary.

Learning and Development Coaches

An industry experienced and professional coach who will guide Apprentices through the programme.

With monthly visits, one- to-one calls, workshops and our e-portfolio delivery will ensure that Apprentices are meeting learning targets and professional development outcomes.

Programme Support:



Induction Support:

- On boarding and start of learner journey



On Programme Support:

- Regular 1-to-1 Progress Reviews
- Tuition from industry expert coach
- Learner Support and Engagement
- L2 Maths and English Support where required



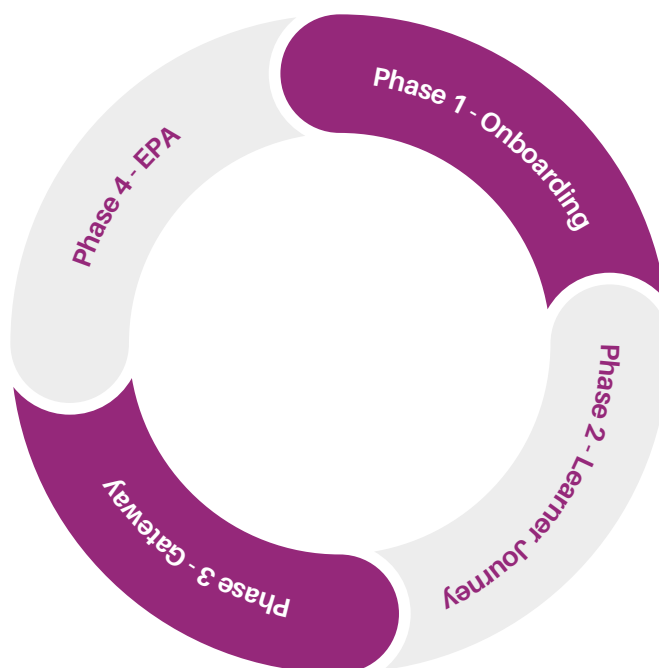
End Point Assessment Support:

- Gateway Review
- EPA Booking
- EPA Support





Programme Outline:



Off the Job Training:

- Planned tasks and research
- Further reading
- Session attendance
- Online learning
- Industry training and events



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