

APPRENTICESHIP, LEVEL 3

Customer Service Specialist

**START DATE**

From September 2023

DURATION

15 months

LEVEL

Level 3

STUDY MODE

Work-based

The main purpose of a Customer Service Specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You will act as a referral point for dealing with more complex or technical customer complaints, request and queries.

As an expert in your organisation's products and services, you can share knowledge with your wider team and colleagues. A Customer Service Specialist can be in many types of environment such as contact centres, webchat, retail, service industry or any customer service point.

Job Occupations: Customer Relationship Manager, Customer Service Team Leader, Customer Service Supervisor

Planned Duration: 15 months (Practical period: 12 months, End Point Assessment period: 3 months)

Why study this course?

Apprenticeships give you the opportunity to work for a real employer, earn a real salary and gain a real qualification whilst gaining valuable workplace skills and experience. If you are aged 16 or above, are driven to succeed in a particular industry and are willing to commit yourself to training and study, then an Apprenticeship could be the right career move for you.

What will I study?

The Apprentice will learn, work, earn and achieve a qualification all at the same time.

To achieve the Apprenticeship they will complete the following:

- An industry designed and recognised Apprenticeship
- End Point Assessment (Practical Observation with Q&As, Work Based Project supported by an Interview and Professional Discussion supported by Portfolio Interview)

The Apprentice will work towards the following Functional Skills:

- Mathematics up to Level 2
- English up to Level 2

Learners who have already achieved GCSEs (A-C or equivalent) in Maths and English may be exempt from Functional Skills.

The Apprenticeship is work based, however the apprentice may be required to attend College for functional skills if needed and they have the option to attend a workshop to complete their Apprenticeship work.

What can I do after this course?

Further or Higher Education in customer service, business or other related qualifications.

Potential Careers:

- Customer Relationship Manager
- Customer Service Team Leader
- Customer Service Supervisor

Entry requirements

There are no formal entry requirements for an apprenticeship (unless an employer stipulates any themselves) however all potential apprentices will undertake a basic Maths and English assessment prior to enrolment.

Assessment

Practical Observation, Work Based Project and Professional Discussion

Visit this course on our website: <https://www.selby.ac.uk/courses/customer-service-specialist-apprenticeship-level-3>

For further information please contact the college: <https://www.selby.ac.uk/contact>

This PDF file was generated on 25/09/2023 at 4:34pm.