

smart

TRAINING & RECRUITMENT

CUSTOMER SERVICE SPECIALIST LEVEL 3

This Apprenticeship is for people dealing with customer queries, purchases and complaints wanting to progress their career. Apprentices will become advocates of Customer Service and act as a referral point for dealing with complex or technical customer requests, complaints and queries, and an escalation point for complicated or ongoing customer problems. Apprentices will become an expert in the organisation's products and/or services, and share knowledge with wider teams and colleagues. They will learn how to gather and analyse customer information and data that influences change and improvements in service, utilising both organisational and generic IT systems to carry out the role, with an awareness of other digital technologies. Learning topics include:

Personal Development

Business Knowledge and Understanding

Leadership Styles

Team Work and Communication

Customer Journey

Customer Needs and Insight

Meeting Legislation and Regulations

Improvement Project

LEARNER JOURNEY

- 12 months on-programme learning + End Point Assessment
- Monthly, virtual classroom lessons/workshops
- Additional online 1-2-1 support from our specialist tutors
- Workplace training, shadowing & mentoring
- Progress reviews
- Functional Skills support in English and Mathematics
- End Point Assessment preparation

★★★★★
We are rated
5-stars on the
Apprenticeship
Directory

PROGRESSION

After completion of this Apprenticeship, there is a full suite of programmes to get up the career ladder. Next step could include a Team Leader / Supervisor Level 3, Operations/Department Manager Level 5 or another, more specialised Apprenticeship, relevant to the job role and/or career aspirations.

For full course details please visit:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-specialist-v1-1>

APPRENTICE RECRUITMENT SERVICE

Why not utilise our free and personalised recruitment service?

 www.smarttar.co.uk

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