



training and  
recruitment

*Business Administration & Support Services*

## **Customer Service Specialist Apprenticeship Level 3**

This Apprenticeship is for people dealing with customer queries, purchases and complaints wanting to progress their career. Apprentices will become an expert in the organisation's products and/or services and share knowledge with wider teams and colleagues. They must be a capable point of referral and able to make decisions when offering solutions to resolve high-level complaints and complex issues. The Apprentice will work on a work-based project where they will learn valuable skills to map out the customer journey, obtain quantitative and qualitative feedback and make recommendations to policy to support improvements to the organisations service delivery.

### **Get in touch**

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See programme info



# Customer Service Specialist Apprenticeship Level 3



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## Who is it for?

Customer Service Agents, Customer Service Advisors, Customer Service Associate, Customer Assistants, Customer Relations Advisors, Customer Relations Assistants and Customer Service Representatives.

## Learning Topics

- Personal Development
- Business Knowledge & Understanding
- Leadership Styles
- Teamwork & Communication
- Customer Journey
- Customer Needs & Insight
- Improvement Project

## Learner Journey

- 12 months on-programme learning + 3 months End Point Assessment period (Practical observation with questioning, work based project with interview and Professional Discussion with portfolio)
- Within the EPA project, the Apprentice must be able to gather customer feedback to analyse, which may be in the form of surveys for example and can be from internal and/or external customers.
- Monthly virtual classroom lessons/workshops
- Online 121 support from our specialist tutors
- Workplace training, shadowing & mentoring
- End Point Assessment preparation
- Progress Reviews
- 365 hours of Dedicated Learning Time will need to be recorded across the duration of your qualification