

CUSTOMER SERVICE SPECIALIST LEVEL 3



ABOUT

A Customer Service Specialist Apprentice will gain knowledge and skills such as:

- The importance of effective communication among departments in providing good customer service.
 - How to identify the different types of leadership styles that work best in their customer environment.
 - How to answer customer support messages via telephone or Web.
 - How to accurately record and log customer interactions.
 - How to retrieve this information to create reports for management.
 - How to analyse, use and present a range of information in order to provide customer insight.
 - How to compose professional and informative letters and other written correspondence.
 - How to ensure compliance with contractual and regulatory requirements.
 - How to use a range of questioning skills, including listening and responding in a way that builds rapport, determines customer needs and expectations and achieves positive engagement and delivery.
 - How to identify potential causes of service failure and the consequences of these.
- How to demonstrate responsibility and ownership in resolving customer issues, by getting the right people involved and delivering on promises, to the satisfaction of the customer and their organisation.



ENTRY REQUIREMENTS

Apprentices will be more likely individuals with more advanced inter- personal skills, experience of working with customers in some capacity. You must achieve level 2 English and Maths prior to completing End-Point Assessment.



TYPICAL JOB ROLES

- Customer Service Advisor
- Customer Service Representative
- Online Customer Service Advisor
- Retail Customer Service Advisor
- Financial Customer Services
- Customer Support/Operations Associate
- Bank Customer Service Advisor
- Housing Customer Business Advisor



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DURATION: 15 MONTHS

Completion time is dependent on experience.

EPA REQUIREMENTS

At the end of an apprenticeship, learners are required to carry out End-Point Assessment.

The EPA components for this standard are:

- Practical Observation with Q&A
- Work Based Project Supported by an Interview
- Professional Discussion Supported by Portfolio of Evidence

HOW IT WORKS



1. SCOPING SESSION

We provide an initial scoping session, which includes everything from mapping the Job Role to the correct Level Apprenticeship, agreeing delivery programmes and helping employers understand the apprenticeship funding process.



2. ENROLMENT

We enrol/induct the learners and explain how a bespoke delivery plan, based on the requirements of the business, will work in practical terms.



3. DELIVERY

Over the duration of the training we support the learners in the workplace with face to face and remote sessions. We also support the apprentices' mentor and/or line manager's involvement in overseeing the Apprenticeship training.



4. ASSESSMENT

We arrange all relevant End-Point Assessment and prepare the learner on what to expect during End-Point Assessment.



5. CERTIFICATION

Following the successful completion of the training the learner receives their certification.



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