

COURSE OVERVIEW

Customer Service Specialist (Level 3)

Over **13-15 months**, the total cost of this apprenticeship programme is **£4,000**, or for non-levy payers, this is a maximum fee of 5% of the cost of training (**£200**) spread over the course duration.

- ▶ An advocate of customer experience and a positive brand ambassador
- ▶ Demonstrates effective communication and maintains positive relationships
- ▶ Develops expertise on products and services to be able to respond to requests
- ▶ Acts as a referral point for customer requests, complaints and queries and escalate
- ▶ Works with a range of internal and external stakeholders to resolve issues
- ▶ Gathers and analyses customer information to aid decision making
- ▶ Negotiates customer solutions to achieve a positive outcome whilst cost conscious
- ▶ Seeks to drive continuous service improvement at all times

Entry Requirements:

Individual employers will set the entry criteria. This includes whether they will be required to achieve Level 2 English and Maths, prior to taking the end-point assessment.

This course is delivered through blended learning approaches to include classroom, virtual classroom, online technical training and through regular workplace projects and observations.

Structured group training usually takes place bi-weekly with a **1:1 coaching** session every **4-6 weeks**, unless an alternative approach and schedule is agreed with the employer.

Click [here](#) to see the corresponding Skills England page for this apprenticeship course.