



CUSTOMER SERVICE SPECIALIST LEVEL 3

APPRENTICESHIP STANDARD



Customer Service Specialist L3

Duration: 10 months + EPA

Workshop Modules:

- Business Knowledge & Understanding
- The Customer Journey
- Knowing Your Customers & Customer Insights
- Providing a Positive Customer Experience
- Customer Service Culture
- Environmental Awareness

A customer service specialist is a professional who provides direct support to customers across all sectors and types of organisation. They are a strong advocate for the customer, acting as a key point of contact for handling more complex or technical requests, complaints, and queries. They are often the escalation point for complicated or persistent customer issues. As an expert in their organisation's products and/or services, they are responsible for sharing knowledge with their wider team and colleagues. They also play a key role in improving the customer experience by gathering and analysing data that helps to drive positive changes in service.

This role may requires the use of organisational and general IT systems while remaining aware of other digital technologies. Customer service specialists work in a wide range of environments, including:

- Contact centres
- Retail outlets
- Webchat support
- The service industry
- Any other customer service point



End Point Assessment

Practical Observation with Q&A

The practical observation will be carried out over 60 minutes by the end point assessor, where they will observe the apprentice carrying out a range of day-to-day workplace activities. Questions will be asked about these activities and they will allow the apprentice to demonstrate all knowledge, skills and behaviours being assessed.

Work-Based Project Supported by an Interview

For this assessment apprentices must submit a written report, on a project that they had carried out, to the end point assessment organisation, two weeks prior to the interview date. The written report must be 2500 words, the subject of the project should be agreed with the EPAO at gateway. The interview will last for 60 minutes and will consist of 10 competency-based questions.

Professional Discussion Supported by Portfolio of Evidence

The professional discussion will last approximately 60 minutes and will be supported by a portfolio of evidence to drive the discussion. It is suggested that 10-15 pieces of evidence are submitted as part of the portfolio covering a range of the knowledge, skills and behaviours within the standard.

Maths, English and Functional Skills within the Apprenticeship

All apprentices have the opportunity to develop English and maths skills as part of their apprenticeship and will need to develop skills sufficient for competence in their chosen apprenticeship standard.

A 16-18 year old must complete functional skills qualifications if they do not hold existing qualifications.

An individual aged 19 or over that does not hold existing qualifications, should decide with their employer if they would like to achieve functional skills but these would not be needed to achieve their programme.



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