

# Customer Service Specialist Level 3 Apprenticeship (ST0071)

## Expected course duration

**18 months**

## College attendance

No mandatory attendance.

## When can the apprentice start employment?

Once agreed with employer.

## When can the apprenticeship training start?

As soon as employment starts

## Course Content

The apprenticeship covers a range of Skills Knowledge and Behaviours.

Whilst studying you will be supported throughout the program to develop:

- Knowledge in Business improvement, customer expectations, and driving factors for loyalty, retention, and satisfaction.
- Regulatory knowledge, customer challenges, and impacts of service provision
- Skills in resolving complex issues, negotiation, and analysis of the end to end service experience
- How to be cost-conscious and use written and verbal communication to provide complex information to customers.
- You will learn how to be proactive in self-development, teamwork and take ownership and responsibility

## Entry requirements

### Desirable:

- Individuals with more advanced inter-personal skills, the experience of working with customers in some capacity.
- Maths Grade 9-4 and English Grade 9-4

## What training is required in the workplace?

- 20% off the job
- Access to IT packages including MS
- Shadowing and Supporting colleagues
- Opportunities to collect customer feedback and analyse information to implement change
- Training on dealing with complex issues and escalations

## Further study and career options

### **Career progression:**

Potential Full-time employment options on completion, industry experience as well as transferrable skills. Career role progression to a Contact Centre Supervisor or Team Leader.

On Completion of this Apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at a Professional level.

## Further details

For more information, please visit here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/st0071-v1-2>