



Ofsted

Good
Provider

Customer Service
Specialist

Level 3



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 Apprenticeships

 **FAREPORT**
SKILLS FOR THE FUTURE

Customer Service Specialist

Level: 3

Duration: 12 – 15 Months

Entry Requirements:

- Candidates should already be working within a senior Customer Service related role with direct opportunity to deal with complex or technical Customer queries within their job role.
- The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Overview:

The Customer Service Specialist qualification is ideal for both those who are new to, or are more experienced within a senior Customer Service Role. The Customer Service Specialist qualification offers the opportunity to learn, review and reflect on methods used as well as take new skills learned and put them into practice within the workplace.

To undertake this qualification you must be a professional, responsible for direct customer support and an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

You will be an expert in your organisation's products and/or services and share knowledge with your wider team and colleagues, as well as gathering and analysing data and customer information that influences change and improvements in service.

Qualification Awarded:

- Customer Service Specialist Standard Level 3
- Functional Skills English Level 2
- Functional Skills Maths Level 2

Key Topics:

- Business Knowledge and Understanding
- Customer Journey Knowledge
- Providing a Positive Customer Experience
- Service Improvement
- Customer Service Culture
- And much more...

Assessment Methods:

A variety of assessment methods will be used to demonstrate knowledge and competence:

- Workbooks
- Assignments
- Product evidence
- Reflective accounts
- Discussions
- Witness testimony
- Observation

End Point Assessment

End point assessment or "EPA" has been created to assess the knowledge, skills and behaviours gained throughout the qualification. EPA is conducted by an external independent body chosen by the employer. EPA offers the chance to showcase your skills and be awarded a grade that reflects your performance. EPA will consist of the below activities:

- Practical Observation with Q&A
- Work-based Project
- Professional Discussion