



# Apprenticeship Levy

Level 3: Customer Service Specialist





### Customer Service Specialist – Level 3

- ✓ Programme Duration: Typically up to 18 Months
- ✓ Awarding Body: NCFE
- ✓ Total workshop Days: 5
- ✓ Levy Funding: £4000 per learner

Our Customer Service Specialist apprenticeships are designed for employees in customer management roles who manage customer facing staff. Our apprenticeships are thematic and are designed to improve personal effectiveness and the skills required for the management of staff working in a customer service role.

Level 3	Customer Service Specialist	Methodology	Days
Induction	Welcome & Programme Induction	Group Workshop	½ Day
Module 1	The Impact of Exceptional Customer Service	Group Workshop	½ Day
Coaching 1	Group Coaching	Group Coaching	1 Day
Module 2	You, your organisation & Customer Service	Group Workshop	½ Day
Module 3	Understanding and Relating to your Customer	Group Workshop	½ Day
Coaching 2	Group Coaching	Group Coaching	1 Day
Module 4	Problem Solving & Decision Making	Group Workshop	1 Day
Coaching 3	Group Coaching	Group Coaching	1 Day
Module 5	Advanced Customer Service Skills	Group Workshop	1 Day
Coaching 4	Group Coaching	Group Coaching	1 Day
Module 6	Making Recommendations & Supporting Continuous Improvement	Group Workshop	½ Day
Module 7	Project planning & Report Writing	Group Workshop	½ Day
Coaching 5	Group Coaching	Group Coaching	1 Day

This programme is continually assessed by our Tutors and Skills Coaches throughout. The final End Point Assessment (EPA) requires candidates to give a presentation to an assessment panel and answer questions on their work.

