

Customer Services Level 3 Apprenticeship Standard

Who's it for?

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues.

Components:

- BTEC Level 3 Diploma in Customer Services
 - Mandatory units
 - Organise and Deliver Customer Services
 - Understand the Customer Services Environment
 - Resolve Customer Services Problems
 - Principles of Business
 - Understand Customers and Customer Relations
 - Manage Personal and Professional Development
 - Optional
 - Promote Equality, Diversity and Inclusion in the workplace
 - Manage individual performance
 - Collaborate with other departments
 - Monitor the quality of customer services interactions
(optional units can be changed depending on work role)
- Level 2 English
- Level 2 Maths

Delivery Model:

Blended delivery including; E-portfolio, one to one support with an occupationally competent tutor, and virtual learning environment

End Point Assessment (EPA)

EPA is completed by an External Pearson Awarding Body Assessor.

Learner completes:

Knowledge Test	Assessment of Portfolio
Practical observation with Q&As. Professional discussion supported by portfolio evidence.	Work based project, supported by an interview.

Duration	Employer Contribution
13 months	£400

The learner must complete the EPA to achieve the full programme.

Employer Commitment

Employer, Learner and Training company will sign an **Apprenticeship Agreement** with a **Statement of Commitment** from all parties, identifying the key expectations, roles and responsibilities of each party, the key milestones, delivery schedules, employer contribution and End Point Assessment arrangements