

# APPRENTICESHIP STANDARDS ASSESSMENT AND SOLUTIONS

## CUSTOMER SERVICE SPECIALIST

- LEVEL 3
- 15 MONTH PROGRAMME



## BUSINESS SECTOR

### OVERVIEW

The role of a Customer Service Specialist is to provide direct customer support within all sectors and organisation types. As an expert in their organisation's products and/or services, the Customer Service Specialist will share knowledge with their wider team and colleagues.

### ROLE PROFILE

Your apprentices' core responsibility will be to act as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

The Customer Service Specialist is often an escalation point for complicated or ongoing customer problems. They gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out the role with an awareness of other digital technologies.

This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

### YOUR APPRENTICES' LEARNING JOURNEY

The apprenticeship learning journey for this programme is typically 15 months. The journey will include developing customer service knowledge, skills and behaviours and the achievement of Level 2 Literacy and Numeracy.

On completion of their learning journey, apprentices will undertake an End-Point Assessment, with an independent iCQ assessor.

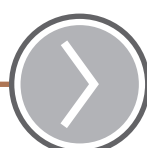
Throughout their journey, your apprentices will record and update their progress using iCQ's **iLearner** system, and their End-Point Assessment will be delivered using **iLearner**.

### FURTHER INFORMATION

The full Standard, Assessment Plan and current funding details can be viewed on the [Institute for Apprenticeships & Technical Education](#) website.



LEARNING  
JOURNEY



GATEWAY  
MEETING



END-POINT  
ASSESSMENT

## APPRENTICESHIP STANDARDS DELIVERY SOLUTIONS



## APPRENTICESHIP STANDARDS END-POINT ASSESSMENT SOLUTIONS

### APPRENTICE AND LEVY/FUNDING MANAGEMENT

A complete apprentice and levy/funding management tool for ROATP providers and employer-providers.

Manage your funding, apprentice key learning milestones and progression, off-job learning hours, gateway meeting and much more. All using one, secure, on-line, management system - **iLearner**.

### DELIVERY OF END-POINT ASSESSMENT

- Sample assessment resources and Trainer Toolkit, to prepare your apprentices for their End-Point Assessment
- Professional Discussion, Interview and Presentation End-Point Assessment conducted online, using **iLearner's** Web-Call
- Track End-Point Assessment progress and results on **iLearner**

## APPRENTICESHIP LEARNING JOURNEY

A complete  
apprenticeship  
delivery solution -  
guiding you every step  
of the journey...



# APPRENTICESHIP STANDARDS END-POINT ASSESSMENT

## CUSTOMER SERVICE SPECIALIST - LEVEL 3

- ▶ **OBSERVATION**  
The one-hour observation, with follow-up questioning, enables your apprentices to demonstrate their skills, knowledge and behaviours when undertaking a range of day to day workplace activities.

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- ▶ **WORK BASED PROJECT**  
Your apprentices will complete a 2,500 project; the project will be assessed in a one-hour interview with an iCQ assessor.

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- ▶ **PROFESSIONAL DISCUSSION**  
A one-hour structured discussion between your apprentices and an iCQ assessor, to establish your apprentices' understanding and application of knowledge, skills and behaviours.

iCQ Level 3 End-point Assessment for Customer Service Specialist is accredited by Ofqual (603/6307/1).



APPRENTICES CAN ACHIEVE A PASS OR A DISTINCTION GRADE.

## WANT TO KNOW MORE?

For further information, please contact us:

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