CUSTOMER SERVICE SPECIALIST

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.
APPRENTICESHIP STANDARDS
DELIVERY 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.

APPRENTICESHIP STANDARDS
END-POINT ASSESSMENT SOLUTIONS

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...

LEVY AND FUNDING MANAGEMENT
Manage your funding and levy data. iLearner is ESFA and Apprenticeship Service compatible.

E-PORTFOLIO AND OFF-JOB HOURS
Use to store and record evidence of your apprentices’ learning and their off-job-learning-hours.

WEB-CALL
Use Web-Call to communicate remotely with your apprentices and record the Gateway Meetings.

MANAGEMENT OF KEY MILESTONES
Manage key learning milestones to ensure your apprentices are End-Point Assessment ready.

REVIEW AND CONTACT
Record on-going contact with your apprentices and their reviews.

LEARNING RESOURCES
Add resources to support your apprentices’ learning and development, including video and PDFs.

KNOWLEDGE DIAGNOSTICS
To check your apprentices’ current knowledge, as defined in the standard.

ACCESS TO SAMPLE END-POINT ASSESSMENT RESOURCES
Practice assessment tools, to prepare your apprentices for 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.

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.

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?
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