

Customer Service Specialist

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. They are an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. As an expert in your organisation's products and/or services, they share knowledge with wider teams and colleagues, gathering and analysing data and customer information that influences change and improvements in service.

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

You can see more information about the apprenticeship standard at [Skills England](#).



Assessment methods

1

Observation

A 60-minute observation, with follow-up questioning enabling the apprentice demonstrate knowledge, skills and behaviours when undertaking a range of day to day workplace activities.

2

Work based product

A 2,500 word project, which will be assessed in a 60-minute interview with an iCQ assessor.

3

Professional discussion

A 60-minute structured discussion between apprentice and an iCQ assessor, to establish the apprentices' understanding and application of knowledge, skills and behaviours.



Learning



Gateway



End-Point Assessment

The EPA Process



Gateway meeting:

training provider, employer and apprentice meet to determine if they are ready for their EPA, and submit any files as needed through the iLearner system.



Assessor meeting:

the employer and an iCQ Assessor meet to agree any evidence submitted by the apprentice and plan dates for assessments.



Learner preparation:

the employer and training provider make sure the learner is familiar with the iLearner tools and formats of their assessments.



End-Point Assessment is carried out by iCQ Assessor.

Cost	£675 (in-person), £625 (remote)
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With you every step of the way

iCQ support the complete apprenticeship journey for employers, training providers and learners through our innovative iLearner platform – making it easy and quick to record and track progress.



*Apprenticeship starts from 1st August 2025 are eligible for the 8-month minimum duration, starts before 1st August 2025 are subject to a 12-month minimum duration.