

APPRENTICESHIP FACTSHEET

CUSTOMER SERVICE SPECIALIST

🕒 Duration: 15 Months | 📖 English & Maths: Level 2 | 📈 Level: 3

THE APPRENTICESHIP

This course is designed for those looking to increase their understanding of customer service.

A Customer Service Specialist is to be a professional for direct customer support. You are an advocate of customer service who acts as a referral point for dealing with more complex or technical customer issues. As an expert in your organisation's products and services, you share knowledge with your wider team and colleagues.

During this Apprenticeship, you will use organisational and generic IT systems to carry out your role and develop an awareness of other digital technologies. A Customer Service Specialist can operate in many environments, such as call centres, retail, or any customer service point.

COURSE CONTENT

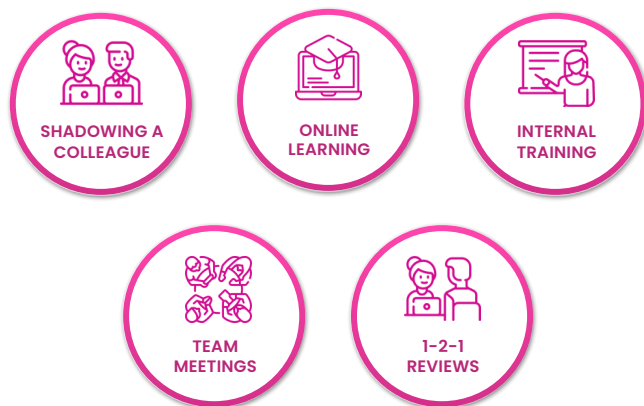
During this Apprenticeship, the learner will be required to develop knowledge, skills, and behaviours to effectively operate as a Customer Service Specialist. Including but not limited to:



📱 FOR MORE INFO

OFF-THE-JOB TRAINING

The apprentice must receive off-the-job training (OJT) for a minimum of 20% of the time that they are paid to work throughout the duration of the Apprenticeship. There are many activities that can be calculated towards the OJT hours such as:



WHAT WILL YOU ACHIEVE?

This Apprenticeship will provide you with a better understanding of Customer Service and assist with career development. By the end, you will be able to:



RESOLVE COMPLEX ISSUES BY BEING ABLE TO EXECUTE A WIDE RANGE OF APPROACHES



DEMONSTRATE A CONTINUOUS IMPROVEMENT AND FUTURE FOCUSED APPROACH TO CUSTOMER SERVICE DELIVERY



PROACTIVELY GATHER CUSTOMER FEEDBACK USING A VARIETY OF METHODS



ANALYSE THE CUSTOMER EXPERIENCE AND MAKE RECOMMENDATIONS BASED ON YOUR FINDINGS



ACHIEVE A NATIONALLY RECOGNISED QUALIFICATION AND RECEIVE VALUABLE WORK EXPERIENCE

WHY CHOOSE PCS?

Since 1996, Protocol Consultancy Services have guided over 5,000 learners through Apprenticeship programmes and achieved a 90% success rate. Benefits include:



TRAINING IS TAILORED TO MEET THE INDIVIDUAL NEEDS OF THE LEARNER AND EMPLOYER



PERSONAL TRAINING ADVISORS DELIVER HIGH-QUALITY BLENDED LEARNING, FACE-TO-FACE TEACHING AND INFORMATION ADVICE AND GUIDANCE THROUGHOUT THE PROGRAMME



RESOURCES WILL BE PROVIDED TO ASSIST LEARNERS DURING THEIR APPRENTICESHIP



SUBJECTS ARE BROUGHT TO LIFE USING ONLINE RESOURCES AND VIRTUAL LEARNING ENVIRONMENTS



REGULAR UPDATES ARE PROVIDED TO KEEP YOU UP-TO-DATE OF YOUR PROGRESS

END POINT ASSESSMENT

Duration: 3 Months

The End Point Assessment (EPA) begins when the Employer, Apprentice, and Protocol Consultancy Services agree the apprentice has met the apprenticeship standard, as shown in progress reviews.

The EPA ensures industry standards are met and can start after twelve months of learning once the apprentice is competent. Functional skills in English and Maths must be completed before the EPA.



EPA Methods



ASSESSMENT METHOD 1: A 1 HOUR WORKPLACE OBSERVATION WITH A Q&A SESSION



ASSESSMENT METHOD 2: A 2500 WORD WRITTEN REPORT AND A 1 HOUR PROJECT INTERVIEW



ASSESSMENT METHOD 3: A 1 HOUR PROFESSIONAL DISCUSSION SUPPORTED BY A PORTFOLIO

PROGRESSION

There are several progression opportunities available following the completion of this level 3 Apprenticeship course, which members of our recruitment team will be happy to give you advice and guidance to support your choices.

Get in touch using the information or QR code below

CONTACT US

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