



Customer Service - Level 3 Advanced Apprenticeship

The Customer Service Specialist Level 3 apprenticeship is a great opportunity for learners who want to develop their skills, knowledge, and behaviours in dealing with more complex or technical customer requests, complaints, and queries. The apprenticeship will equip the apprentice with excellent product and service knowledge, and excellent interpersonal and communication skills. The apprentice will be able to gather and analyse customer information and data that influences change and improvements in service, utilising both organisational and generic IT systems.

WHO IS IT FOR?

This course is for:

- Working in an organisation in a customer service supervisory role who has wider knowledge on organisation's products and/or services, gathers and analyses data and customer information that influences change and improvements in service.
- Prior experienced in Customer Service role desirable
- Individuals working in various organisations in Customer Service supervisor/specialist role

PROGRESSION

Learners who complete the Customer Service Level 3 Apprenticeship can look forward to a rewarding career in managing customer Service, administration functions of an organisation. They will have the skills and knowledge to deal with more complex or technical customer requests, complaints, and queries. They will become an expert in products and services, They will be able to gather and analyse data and customer information. Use of both organisational and generic IT systems will enable them to seek customer service roles in contact centres, retail, or any customer service area.

TRAINING

Included in the programme:

- City & Guilds Level 3 Diploma in Customer Service (City & Guilds)
- 48 Occupational duties (18Ks 18S's 12Bs)
- Functional Skills English & Maths Level 2 (where required)

Duration: 15-18 months

Location: Workplace and College

Sector: Business and administration



END POINT ASSESSMENT

EPA runs over 3 months and includes an interview and project report, practical observation, professional discussion, and the grading to pass is Pass and Distinction.

NEXT STEPS

- Team Leading Level 3 Apprenticeship Programme
- Operational Manager Level 5 Apprenticeship Programme

KEY EMPLOYERS

London Borough of Haringey, London Borough of Camden

FUTURE OPPORTUNITIES

The Customer Service Specialist Level 3 Apprentices who complete the apprenticeship programme will aim to gain promotion to senior roles including:

- Customer Service Manager
- Administrative Manager
- Team Leader
- Operational Manager

Duration: 15-18 months

Location: Workplace and College

Sector: Business and administration

