



# Customer Service Specialist

**Welcome to the Customer Service Specialist programme.**

The Level 3 programme is designed for experienced customer service specialists. These product/service experts often act as an escalation point within the organisation they work for, handling complex customer requests and complaints.

Many organisations are using great customer service to set themselves apart. This programme supports Learners professional development. Helping them to gain a greater understanding of the external business environment, the organisation and its culture to facilitate excellent customer service.

Once completed, Learners will have gained a nationally recognised Customer Service Specialist Apprenticeship Standard and can become a Specialist Member of The Institute of Customer Service. Depending on their job role, Learners may want to consider progression onto a Level 3 Team Leader/Supervisor Programme.

## **ABOUT INTEC BUSINESS COLLEGES**

We are a national training provider, who have worked with organisations across the UK helping them to upskill their workforce through vocational qualifications since 1982. Our mission is to enable our Learners to develop, progress and achieve.

**LEVEL  
LEVEL 3**

**DURATION  
15 MONTHS (+ 3 months for EPA)**

**END POINT ASSESSMENT ORGANISATION  
HIGHFIELD ASSESSMENTS**



## THE PROGRAMME \*

The Learner will receive a 2-3 hour monthly visit from a dedicated Intec Tutor who will deliver the Standard either remotely or in the Learner's place of work. We use a blended learning approach and all sessions will be supported by our online delivery platform, Smart Assessor, where Learners can upload their work and Tutors and Managers can monitor their progress between visits.

As part of an Apprenticeship, Learners are required to spend 6 hours a week (based on 30-hour contract) engaged in off the job training. This can be achieved in a variety of ways.

PROGRAMME COVERAGE	
Knowledge & Skills	
Business Knowledge and Understanding	Customer Journey Knowledge
Knowing Your Customers, Their Needs & Insights	Customer Service Culture & Environment Awareness
Business Focussed Service Delivery	Providing A Positive Customer Experience
Working With Customers/Customer Insights	Customer Service Performance
Service Improvement	
Behaviours	
Developing Self	Ownership/Responsibility
Team Working	Equality
Presentation	

\*Further details of the programmes contents can be found on the factsheet or scheme of work.

### MANDATORY ENTRY REQUIREMENTS

- Organisations set their own but the Learner must be able to meet the requirements of the programme through their job.
- Achieve level 2 English and maths or equivalent prior to sitting End Point Assessment.
- Have been a resident in the UK for 3 years or more, or a national of an EU Settlement Scheme.

### END POINT ASSESSMENT

Once learning is complete, the Employer, Learner and Intec will agree if the Learner has gained the necessary knowledge, skills and behaviours to be put forward to the Assessment Gateway. This will then trigger the End Point Assessment. The assessment is graded with the Learner achieving a pass, distinction or fail.

#### 33.3% WEIGHTING

#### PRACTICAL OBSERVATION WITH Q&A

A 1 hour observation followed by a Q&A session.

#### 33.3% WEIGHTING

#### WORK BASED PROJECT SUPPORTED BY AN INTERVIEW

A report based on a project focussing on a specific high-level challenge. The interview will last for 1 hour.

#### 33.3% WEIGHTING

#### PROFESSIONAL DISCUSSION SUPPORTED BY PORTFOLIO EVIDENCE

A structured discussion lasting a minimum of 1 hour.



*Enabling you to develop, progress and achieve.*