

CUSTOMER SERVICE SPECIALIST

£ Funding Band: 6 (£4,000)
🕒 Duration: 15 months
📊 Level: 3
★ LARS: 272
🏷️ Standard N°: ST0071

1. THE APPRENTICESHIP

A Customer Service Specialist is a professional who deals with direct customer support within all sectors and organisation types. The role requires you to be an advocate of customer service, acting as a point of contact for more complex or technical customer service requests, complaints, and queries.

An Apprentice in the role of the Customer Service Specialist will often develop into a position of being the escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you will share your knowledge with your wider team and colleagues. This role requires you to gather and analyse data and customer information that influences change and improvements in service. This could be in many types of environment including contact centres, retail, webchat, the service industry or any customer service point.



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**WE ARE HERE
 TO HELP
 APPRENTICES
 BEE WHAT THEY
 WANT TO BEE**”

2. ON-PROGRAMME

The Apprentice must have completed all on-programme elements in order to begin End-Point Assessment:



20%
**Off-the-Job
 Training**



Functional Skills*
 Level 2 English
 and Maths



**Portfolio of
 Evidence**
 with Mapping and
 Tracking Form

Functional Skills*

All Level 3 or higher Apprenticeship Standards require the Apprentice to have successfully completed Level 2 Functional Skills in both English and maths qualifications (or equivalent) in order to progress through Gateway to undertake End-Point Assessment.

3. GATEWAY

In order to enter into the Gateway phase, the Apprentice will need to have acquired all the relevant Knowledge, Skills and Behaviour set out in the Apprenticeship Standard. After a meeting between the Apprentice, Employer and Training Provider, it will be the Employer's decision to place an Apprentice through End-Point Assessment. The Apprentice must have completed all on-programme elements in order to begin End-Point Assessment.

Resources

Training Qualifications UK has designed and developed a range of resources for this Apprenticeship Standard to help the Assessor and Apprentice in tracking progress of key Gateway components.



As an End-Point Assessment Organisation (EPAO), Training Qualifications UK is required to see evidence of an Apprentice completing the relevant Functional Skills qualification assessments where necessary in order to verify Gateway requirements have been met. To find out what evidence Training Qualifications UK will accept for this Apprenticeship Standard, see our **Level 3 or Higher Apprenticeship Functional Skills guidance** on Verve EPA under the Support Materials.

4. END-POINT ASSESSMENT

The synoptic End-Point Assessment will consist of **three** components. In order to pass the apprenticeship, the Apprentice is required to pass each component:



Practical Observation with Question and Answers

The Practical Observation is a 60-minute (+/-10%) observation of the Apprentice in their normal workplace performing a range of day-to-day activities in order to demonstrate their Knowledge, Skills and Behaviours.

★ **Distinction, Pass**



Work-Based Project with Interview

The Apprentice will submit a 2,500-word report on a project they have carried out. The topic of the project will be agreed at the Assessment Planning Meeting and carried out in the following two months.

The Interview will take place at least two weeks after the project submission date. It will last 60 minutes (+/-10%) and the Apprentice will be asked ten competency-based questions.

★ **Distinction, Pass**



Professional Discussion with Portfolio of Evidence

The Professional Discussion will last 60 minutes (+/-10%) and questions will be structured around the Portfolio of Evidence which the Apprentice will submit at Gateway.

The Portfolio will comprise between 10 and 15 pieces of evidence, which can include witness statements, customer feedback, and management feedback. The Portfolio itself is not directly assessed, but the quality of the Portfolio is essential for a successful Professional Discussion.

★ **Distinction, Pass**

5. GRADING

Once the **three** assessment components are completed, the Apprentice will be provided with an overall grade for their apprenticeship using the following grading table:

Practical Observation	Work-Based Project	Professional Discussion	GRADE
Pass	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Pass
		Distinction	Pass
Distinction	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Pass
		Distinction	Distinction

6. APPRENTICESHIP CERTIFICATION

Once the Assessor verifies the Apprentice has successfully completed all the End-Point Assessment components, Training Qualifications UK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the Apprentice receives their certificate in recognition of completing their apprenticeship.

Progression:

Should Apprentices choose to progress on a Customer Service career path, they may be eligible for further professional membership including management.

7. OCCUPATIONAL COMPETENCE

Upon completion of the Customer Service Specialist apprenticeship, the Apprentice will be eligible to join the Institute of Customer Service as an Individual member at Professional level.

“WE PROVIDE QUALIFICATIONS THAT MEET THE NEEDS OF LEARNERS AND EMPLOYERS”

Why choose Training Qualifications UK?

We're an End-Point Assessment Organisation for the 21st Century. While some are happy with traditional methods, we look for new ways of working to push the industry, our customers and their Apprentices forwards. We do this with a personalised approach to account management built around your needs, quick and responsive service that aims to respond to enquiries within 24 hours, and innovation that delivers efficiency through technology.

With us, you'll get:

- 1.** Expert, tailored End-Point Assessment support
- 2.** Assessor and Apprentice learning resources
- 3.** Access to our straightforward Apprentice management system, Verve EPA
- 4.** A clear and fair pricing structure
- 5.** Marketing and social media support to share your success

More Information

For more information on this Apprenticeship Standard, visit [The Institute for Apprenticeships](https://www.tq.uk). Already working with Training Qualifications UK? Contact your dedicated Client Relationship Officer to find out more about this Standard and others. If you're new to Training Qualifications UK, you can get in touch through the below channels.

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