

Customer Service Specialist

Level 3

Duration: 15 months

Funding band: £3,000



What is the background to this programme?

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

What are the entry requirements?

Organisations will set their own entry criteria and are more likely to select individuals with more advanced inter- personal skills, experience of working with customers in some capacity. You must achieve level 2 English and maths prior to taking the end point assessment.

What is covered?

- Business knowledge and understanding
- Customer journey knowledge
- Customer insight
- Customer service culture and environment awareness
- Business focused service delivery
- Service improvement
- Ownership
- Team working

What qualification is achieved?

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.

Apply to start or ask for more information

Our team are here to help.

The quickest route is to email learning@davies-group.com

We look forward to chatting to you soon!



"I wholeheartedly recommend Davies Learning Solutions, my learning journey has been clear and supported and I passed first time – thank you!"

– Pelumi Ojo, Apprentice