

# Customer Service Specialist

## Level 3



### Overview of role:

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#### Professional recognition:



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.

### What to expect from Linden:


- Bespoke content customised for your organisation and its goals.
- Support from a dedicated trainer who will support with learning, skill competency and developing evidence aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment with virtual classes, on-demand videos and tasks to reinforce learning.
- Live workshops delivered by specialist trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your trainer to suit the employer and learner needs.


### Key information:

**3** Level: **Level 3**

 Duration: **15 months**  
(Not including EPA period)

 Format / Delivery: **Blended learning model**

 Funding band: **£4,000**

 Contextualisation available: **Yes**

**Entry requirements:**  
Apprentices who do not hold evidence of English/ maths qualifications at Level 2 or equivalent will be required to achieve these as part of the programme and prior to End Point Assessment.

**Relevant to:**  
Customer Service Specialist,  
Customer Service Team Leader,  
Customer Service Executive.







