

Customer Service Specialist

Level 3



Overview:

The Level 3 Customer Service Specialist apprenticeship Standard is designed for individuals seeking to develop their skills in delivering high-quality customer service across a wide range of industries.

This Standard equips learners with the knowledge and expertise needed to manage and resolve complex customer queries, enhance customer experiences, and contribute to the success of a business.

Through a combination of practical experience and structured learning, Apprentices will develop key skills in communication, problem-solving, and relationship-building, all while gaining a deeper understanding of customer needs and business objectives.

Our Level 3 apprenticeship is ideal for those looking to build a career in customer service or take on more senior roles within the field.

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. Always aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- 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:

 Level: **Level 3**

 Recommended duration: **15 months**

 Format / Delivery: **Blended learning model**

 Funding band: **£4,000**

 Contextualisation available: **Yes**

Functional skills

Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19+. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme. For more information, please contact the Linden team.

Relevant to:

Customer Service Specialist,
Customer Service Team Leader,
Customer Service Executive.



What is included in the Standard:

Knowledge	Skills & Practical Application	Behaviours
<ul style="list-style-type: none"> • Business knowledge and understanding – continuous improvement, business strategy and leadership styles. • Customer journey – end-to-end experience, identify pain points, escalation. • Customer insight – loyalty, retention and satisfaction, insight data, culture and emotions. • Customer service culture and environment awareness – regulatory considerations, understanding the role of customer service in your business. 	<ul style="list-style-type: none"> • Business-focused service delivery – continuous improvement, resolving complex issues, solutions focus. • Providing a positive customer experience -explore and interpret customer experience to influence positive results for the customer and company, be cost aware. • Working with your customers – gather feedback, analyse customer data. • Customer service performance. • Service improvement. 	<ul style="list-style-type: none"> • Develop self – keep industry and best practice knowledge and skills up to date. • Ownership & responsibility –take ownership for actions to resolve customer issues to the satisfaction of the customer and your organisation. Exercises proactivity and creativity. • Team working – adopt a positive and enthusiastic attitude. Be adaptable and flexible to your customer needs. • Presentation – demonstrate brand advocacy, values and belief when dealing with customer requests to build trust, credibility and satisfaction. • Equality

10,000+

Empowering over 10,000 learners to achieve their apprenticeship since 2012. Your success, our mission.

100%

of our Customer Service Specialists achieved a Distinction pass rate at EPA.

Employer reviews



Excellent

Apprentice reviews



Good

58% of our Apprentices across all Standards achieved a Distinction pass at EPA (2022/3)



Typical learner journey:



1. Enquiry / Consultation

Prospective learners and employers begin their Linden journey with an exploration session to better understand goals and objectives.



5. Learning journey commences

With enrolment and induction completed, learners start their learning journey by engaging with regular sessions, workshops, projects, assignments and reviews, with full guidance and support from their dedicated Trainer.



2. Programme Introduction

Learners are invited along with their line managers to an Introduction. This session provides a full programme overview, opportunity for Q&A and agreement of next steps.



6. EPA Prep and Gateway

Learners prepare for their End Point Assessment (EPA) by reviewing key concepts and skills essential for demonstrating competency against the skills, knowledge and behaviours set out in the standard.



3. Onboarding / Enrolment

Learners are sent links to our online enrolment form, skills gap analysis and functional skills diagnostic assessments.



7. End Point Assessment

The End Point Assessment is the final evaluation where learners showcase their acquired skills, knowledge and behaviours.



4. Induction

Learners participate in a comprehensive Induction with their dedicated Trainer. This session supports understanding of expectations and resources (including an introduction to the e-portfolio).



8. Achievement / Progression

Upon successful completion of the EPA, learners celebrate their achievement and may choose to progress to a higher level within the same sector or explore new pathways.

End Point Assessment:

The End Point Assessment consists of three elements, scored at distinction, merit, pass or fail:

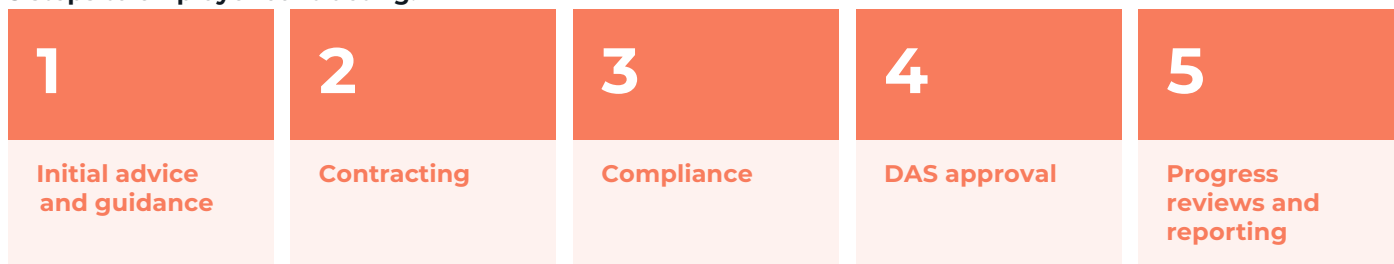
Assessment method	Areas assessed	Weighting
Practical observation with Q & A	Knowledge / Skills / Behaviours	All assessment methods are weighted equally in their contribution to the overall EPA grade.
Work-based project (supported by interview)	Knowledge / Skills / Behaviours	
Professional discussion supported by portfolio of evidence	Knowledge / Skills / Behaviours	



Employer contracting:

All employers who want to utilise the apprenticeship Levy or Co-investment model are required to contract with a ROATP approved provider and follow the Government approval process for onboarding new learners and securing funding for each apprenticeship Standard in the Digital Apprenticeship Service.

5 steps to employer contracting:



Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA..

Contract for services issued online for review and electronic signature.

Employer asked to complete a Health & Safety Vetting form for the Apprentice place of work and a copy of the Liability Insurance to be submitted.

Agreeing learners to enrol and approval on the Digital Apprenticeship Service.



Employers will be invited to attend progress reviews and receive updates throughout their Apprentices journey.

Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.

Business Administrator	Level 3
Team Leader	Level 3
Associate Project Manager	Level 4

What our learners have to say:



Thank you for everything. My apprenticeship has been so much fun! I love learning and you have always been there to answer my questions and support me when things didn't go as planned.

Sylvia



This is amazing! I think this is a testament to the additional support Linden provided in going out to see him face-to-face so thank you for being so accommodating.

Danielle- Employer



Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **lindenmanagement.org.uk**

