



Programme Guide

# Customer Service Specialist

Customer service specialists play a critical role in enhancing an organisation's customer experience. Often serving as an escalation point, they handle complex customer requests and complaints. This programme is designed to advance the skills of experienced customer service representatives.

## Programme Description

This programme supports learners' continued professional development. The key learning aims help them gain a deeper understanding of the external business environment, their organisation, and its culture to deliver excellent customer service.

### Qualification

Level 3 Customer Service Specialist

### Apprenticeship Duration

15 months (+3 months for EPA)

### Start Date

Rolling Start Dates

### Awarding Body

Highfield Assessments

## Key Learning Aims

The programme coverage below details the topics learners will explore in their monthly sessions with their tutor. All topics align with government Apprenticeship Standards, equipping learners with the core knowledge, skills, and behaviours essential for success.

Programme Coverage	
Knowledge & Skills	
Business Knowledge & Understanding	Customer Journey Knowledge
Knowing Your Customers, Their Needs & Insights	Customer Service Culture & Environment Awareness
Business Focused 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	

## End Point Assessment

Upon completion of learning, the employer, learner, and Intec will decide if the learner has acquired the required knowledge, skills, and behaviours to progress to the Assessment Gateway. This will initiate the End Point Assessment, graded as a pass, distinction, or fail, depending on the programme.

33% Weighting

### Work-Based Project & Interview

A report based on a project focused on a specific high-level challenge within the learner's organisation. The interview will last 60 minutes.



33% Weighting

### Practical Observation & Q&A

A 60-minute observation followed by a Q&A session.

33% Weighting

### Professional Discussion

A 60-minute structured discussion to assess the understanding and application of knowledge, skills, and behaviours.

## Programme Pathway

An apprenticeship will support your career by equipping you with the skills needed to succeed in the workforce. Learners can further enhance their skills and knowledge by progressing to one of our higher-level programmes.

