**Customer Service Specialist**

**Duration:** 15 months with End Point Assessment (EPA)

**Cost:** The apprenticeship is set at £4000 with a £400 employer contribution

**Classroom Delivery:** You will attend one day a week.

**On Programme Delivery**

**Functional Skills:** Both maths and English are required at Level 2 or relevant GSCE results

**Qualification:** Level 3 Customer Service Specialist

**Knowledge and Understanding**

* Business Knowledge and Understanding
* Customer Journey
* Knowing your Customers and their needs. (Customer Insight)
* Customer Service Culture and Environmental Awareness
* Business Focused Service Delivery
* Service Improvement
* **Assessment in the Workplace:** Your designated Training Consultant will visit you in the workplace to support the development of your on-programme portfolio and to complete your quarterly reviews

**Tracking Your Progress:** Our electronic portfolio, iLearner will track your progress

**People Involved in Your Apprenticeship**

Classroom Tutor: David Jessop

Training Consultant: Fay Huddy

Group Quality Manager: Michelle Pointer

**Gateway:** On completion of the on-programme learning, the employer, training provider and learner will confirm that the apprentice is ready for the End Point Assessment

**End Point Assessment (EPA)**

* Practical observation with Q&As.
* Work based project, supported by an interview
* Professional discussion supported by portfolio evidence.

**Grading**

* Pass 70%+
* Distinction 90%+

