



APPRENTICESHIP TRAINING:

Customer Service Specialist Level 3

Develop and demonstrate a range of technical skills and behaviours that supports your employee's customer service competence



NTG
TRAINING

Course Overview

The Customer Service Level 3 training programme equips your employees with a high level of knowledge and a greater skill set to be able to provide outstanding levels of customer services. They will develop the technical knowledge, including the principles and practices of delivering customer service and understanding the different types of customers, their needs, wants and expectations.

This qualification is for learners who have significant experience of working in a customer service role, and who require a qualification that recognises the skills that they consistently demonstrate in their job role. These skills could include resolving customer complaints, analysing customer feedback and managing a team's performance.

Upon completion of the course, the employer will come away with a deep understanding of customer service, related legislation and an extensive knowledge of customer communication in business.

Programme outline:

- Develop the skills to be able to confidently analyse data and customer information to influence change and improvements in service
- Understand the complexities of the customer journey
- Become experts in your organisation's products and services
- Learn how to share knowledge with colleagues for the benefit of the wider team and your organisation's future success
- Learn job-specific skills vital for peak business performance

By engaging NTG Training to deliver this apprenticeship programme, you can upskill your staff, or recruit and train new high-calibre apprentices by investing in their training and development.

The duration of this apprenticeship is 15 months and is made up of 10 modules.

Our training is tailored to suit your business needs and we will work around you to put together a training plan using a blend of online training, webinars and face-to-face workshops at your premises.

Apprentix – flexible e-learning software

Apprentix is a collaborative e-learning and e-portfolio management system for apprenticeship training. It offers a user-friendly "Netflix-style" interface for apprentices, giving over 200 hours of high quality online learning for each standard.

Apprentices have access to all the e-learning courses on the system free of charge in addition to the courses built into the apprenticeship package. These can be accessed online anytime, from anywhere, to meet your business needs and saving you time and money.



What does the Apprenticeship cover?

During this course, learners will develop and demonstrate a range of technical skills and behaviours that supports competence.

Business knowledge and understanding

- Understanding continuous improvement
- Understand the impact your service provision has on the wider organisation and the value it adds
- Organisation's current business strategy
- Principles and benefits of thinking for the future
- Understanding different leadership styles

The Customer Journey

- Evaluate the possible customer journeys and scenarios
- How to deal with customer issues and complex situations
- Underpinning business processes
- Commercial factors and authority limits

Customer Insight

- Understanding internal and external customers
- Analyse, use and present a range of information to provide customer insight
- Loyalty, retention and satisfaction
- Understanding customer expectations

Customer service culture and environmental awareness

- Regulatory considerations, drivers and impacts
- Understanding the business environment
- Industry best practice to enhance your own knowledge

Business focused service delivery

- Continuous improvement and future-focussed approach
- Finding solutions that meet your organisation's needs

Providing a positive customer experience

- How to negotiate the mutual beneficial outcomes
- Managing challenging and complicated situations
- Use clear explanations
- Explore and interpret the customer experience
- Demonstrate the cost-conscious mindset
- Improve written and verbal communication

Customer insights

- How to proactively gather customer feedback
- Analyse and segment different customer types

Customer service performance

- Maintain a positive relationship
- Managing referrals and escalations effectively

Service improvement

- Analyse the end to end service experience
- Make recommendations based on findings
- Implement changes for improvement

Behaviours

- Develop self
- Ownership/Responsibility
- Team working
- Equality
- Presentation

What qualifications will you get?

- BTEC Level 3 Diploma in Customer Service
- Level 2 Functional Skills Maths*
- Level 2 Functional Skills English* ** If required*

End Point Assessment

Assessment takes place in the workplace, with employees carrying out their daily tasks to demonstrate their competence using the following forms of assessment.

Work-based project and interview

Apprentices must submit a written report on a project they have carried out to their End Point Organisation two weeks prior to an interview data. The subject should cover a specific high-level challenge (such as a complaint or difficult situation) that the apprentice has dealt with in the past two months. The apprentice will be asked questions by the Assessor.

Practical Observation

The learner will take part in a pre-planned observation that lasts approximately one hour. It must provide evidence of the learner applying their skills, knowledge and behaviours within their job role.

At a minimum, learners will display presentation, equality, interpersonal skills, communication and personal organisation.

Professional Discussion

The learner will take part in a professional discussion with an external assessor.

During this discussion, evidence from the apprentice's portfolio will be used as a base to support the professional discussion. This could include witness statements, customer feedback such as emails or letters, as well as manager feedback.

Improve your staff's customer service skills today!

We offer a complimentary consultancy service to ensure we find the best qualification for you and your business. Contact us to discuss this opportunity further.

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