

# Level 3 Customer Service Specialist

Earn as  
you learn

Real  
job

Great  
experience

#Future  
#Customer  
service

Average  
salary\*  
once qualified  
£18,579-  
£21,000



# Level 3 Customer Service Specialist

Overview, the main purpose of a Customer Service Specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often a first point of call for complicated or ongoing customer problems.

As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and IT systems to carry out your role. This could be in many types of environment including contact centres, retail, web chat, service industry or any customer service point. We introduce all our learners to insight of customer service. We also have bespoke in house training tailored made to employer needs.

This is a 15 month course (+ 4 months EPA) which is delivered in the work place, you will be assessed through written work, verbal discussion, observation and an end point assessment at the end of your Apprenticeship. While you are completing your Apprenticeship you will need to complete 'off the job training' this is time spent in working hours gaining new knowledge additional to your usual job role, this time is to take place within your contracted hours and will be agreed with your employer.

Optional units - depending on job role:

- 1.Team leading
- 2.Retail operations
- 3.Planning and implementation of a sales campaign(s)
- 4.Marketing management
- 5.Use of social media in own organisation
6. Project management
7. Coaching and mentoring – exam

## Entry Requirements:

4 x GCSE A\*-D/ 9-3 including Maths and English or equivalent. Basic computer skills (not a qualification).

## Career Development:

Once qualified you could be employed as Customer Service Advisor, Technical Support Representative, Social Media Customer Care Associate, Law Assistant, Client Relations Associate, Patient Care Co ordinator.

## Main learning objectives



Customer service legislation, regulation, policies and procedures



Business knowledge and understanding in a customer service environment



Effective team working



Brand, image and reputation



Developing self



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Disclaimer - Although course details are correct at the time of printing, they may be subject to change or amendment.