

# | APPRENTICESHIPS |

## CUSTOMER SERVICE SPECIALIST

**A professional for direct customer support within all sectors and organisation types.**

The Customer Service Specialist Apprenticeship is aimed at those in a customer service role and who have direct contact in dealing with complex or technical customer requests or complaints.

You will develop knowledge and skills in gathering data, analysis, influencing customers and improving services, as well as gaining an awareness of digital technologies.

The apprenticeship will also focus on key behaviours such as being agile, professional and inclusive, and being open to feedback, empowering you to be self-aware and develop a growth mind-set.



**LEVEL**

**3**



**DURATION**

**14-18 MONTHS**



**COST**

**THERE ARE TWO MAIN FUNDING METHODS BY WHICH APPRENTICESHIP COSTS CAN BE COVERED: LEVY AND NON-LEVY**





## HOW WILL THE TRAINING BE DELIVERED?

This apprenticeship programme will focus on 3 areas of learning and development: Knowledge, Skills & Behaviours.

We have replicated what we have learnt on the pitch and applied it to the corporate world. We will embed our corporate athlete tactics, supporting your mental focus, physical capacity, emotional connectivity and aspirational alignment, allowing you to thrive in the most challenging circumstances.

## HOME OR AWAY?

Delivery is within the workplace and at the home of your organisation, however you will be invited to masterclasses at our inspiration stadium or other similar sites, away.

It is expected that you will spend 20% of your contractual working hours undertaking learning and development. Reasonable time for training while at work should be given and may include reflection, mentoring and the development of new skills while at work.

## HOW WILL I KNOW THE PROGRAMME IS RIGHT FOR ME OR MY COMPANY?

An advisor will discuss job roles, career aspirations and organisations' operational needs, to ensure the right level and programme is chosen. In addition, there will be an initial starting period of analysis, called a Flying Start, where advice and guidance may suggest a different learning path to excellence.

## WILL THERE BE AN EXAM?

Yes, apprentices will be formally assessed at the end of their programme by an Independent Examiner. The assessment of competence will include a number of assessment methods, such as a competency based interview, practical observations, presentation, written exam, project or professional discussion. The exams may be conducted at the workplace or at another location.

## ENGLISH AND MATHEMATICS

If you don't already hold GCSE level A\* - C or equivalent in either of these subjects, your programme will include teaching and examination of Level 2 Functional Skills. You will be required to achieve a Level 2 to complete your apprenticeship.

## THE NEXT STEPS

Learners can progress onto an Advanced or Higher Apprenticeship in vocation expertise or in Team Leading or Management.

Available courses:  
Level 3 Team Leading, Level 5 Management.



## FURTHER READING

Government guides to apprenticeship:

[www.gov.uk/topic/further-education-skills/apprenticeships](http://www.gov.uk/topic/further-education-skills/apprenticeships)

[www.instituteforapprenticeships.org/apprenticeship-standards/](http://www.instituteforapprenticeships.org/apprenticeship-standards/)

