



The
Growth
Company

Level 3

Customer Service Specialist Apprenticeship





At the Growth Company Education and Skills, we understand that learning and development is essential for businesses to innovate and thrive and we are passionate about delivering a high-quality service.

We understand that an apprenticeship is a commitment for both you and your employee, which is why we design our apprenticeship programmes to complement the day to day running of your business. Our team of industry experts will work closely with you to ensure you and your apprentice receive the support they need to succeed. From our initial business training consultation through to completion and progression, we are with you every step of the way.

The apprenticeship journey is as much yours as it is the apprentice's, therefore we will provide you with all the tools you need to help them achieve. As you take responsibility for their learning, you will provide us with regular feedback on their performance, when they should progress and when you feel they are ready to take their end-point assessment.

About this Apprenticeship Standard

Duration –18 months (15 months training period plus up to 3 months for end-point assessment.)

Minimum 6 hours per week off-the-job learning.

Entry requirements – Applicants must hold a minimum of Level 2 in maths and English or equivalent.

Apprentices without Level 2 English and maths will need to achieve this level prior to completion of their apprenticeship.

The main purpose of a Customer Service Specialist is to be a professional for direct customer support within all sectors and organisation types. They are an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

A Customer Service Specialist is often an escalation point for complicated or ongoing customer problems. As an expert in their organisation's products and/or services, they share knowledge with their wider team and colleagues.

They gather and analyse data and customer information

that influences change and improvements in service. They utilise both organisational and generic IT systems to carry out their role with an awareness of other digital technologies. This could be in many types of environments including contact centres, retail, webchat, service industry or any customer service point.

What is involved?

During the apprenticeship journey, learners develop their knowledge, skills and behaviours through both the employer and the Growth Company.

Here is an example of the apprenticeship journey:

1. Pre-enrolment, role-scoping, initial assessment and onboarding
2. On and off-the-job learning
3. Preparation for end-point assessment
4. End-point assessment completion
5. Achievement and next steps

Off-the-job training is learning which is undertaken outside of the normal day-to-day working environment

and leads toward the achievement of an apprenticeship.

Off-the-job training must be directly relevant to the apprentice's programme. Apprentices will be required to attend six half day workshops which will be delivered once a month over a six-month period.

Workshops will cover topics relating to stakeholders, business sectors, project management, influences on a business, market forces and presentation skills.

In addition to the online workshops which will be delivered via Teams, apprentices will be required to attend monthly one-to-one coaching sessions with industry experts.

Self-study activities are available 24/7 via our online learning platform

End-Point Assessment

End-point assessment (EPA) is the final stage of an apprenticeship. It is an impartial assessment of whether your apprentice has developed the skills, knowledge and behaviours outlined in the apprenticeship standard.

Assessments are designed by employers in the sector and are conducted by independent bodies known as end-point assessment organisations (EPAOs).

There are three elements to the EPA for this apprenticeship standard:



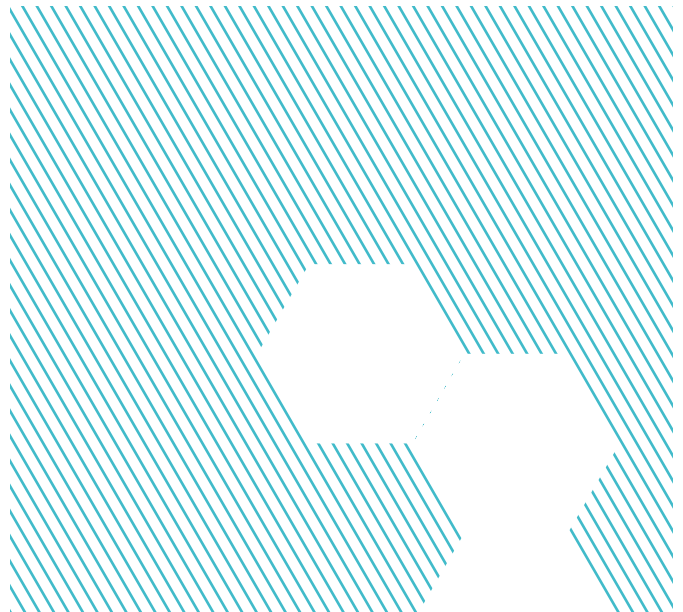
Professional discussion
supported by portfolio



Work-based project
supported by interview



Practical observation
(with Questions &
Answers)



Funding and the Apprenticeship Levy

Funding band value: **£4,000**

If you **DO NOT** pay the apprenticeship levy, you pay 5% towards the cost of training and assessing your apprentice. The government will pay the rest (95%) up to the funding band maximum. They'll pay it directly to the training provider.

If you pay the apprenticeship levy, you'll get funds to spend on training and assessing your apprentices. The government will add 10%.

You can get **£1,000** to support your apprentice in the workplace if they are one of the following:

- 16 to 18 years old
- 19 to 25 years old with an education, health and care plan
- 19 to 25 years old and they used to be in care

If your apprentice is eligible, we will give you the payment in 2 instalments of **£500**. You will get the first payment after 90 days and the second one after a year.

Get in touch...



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