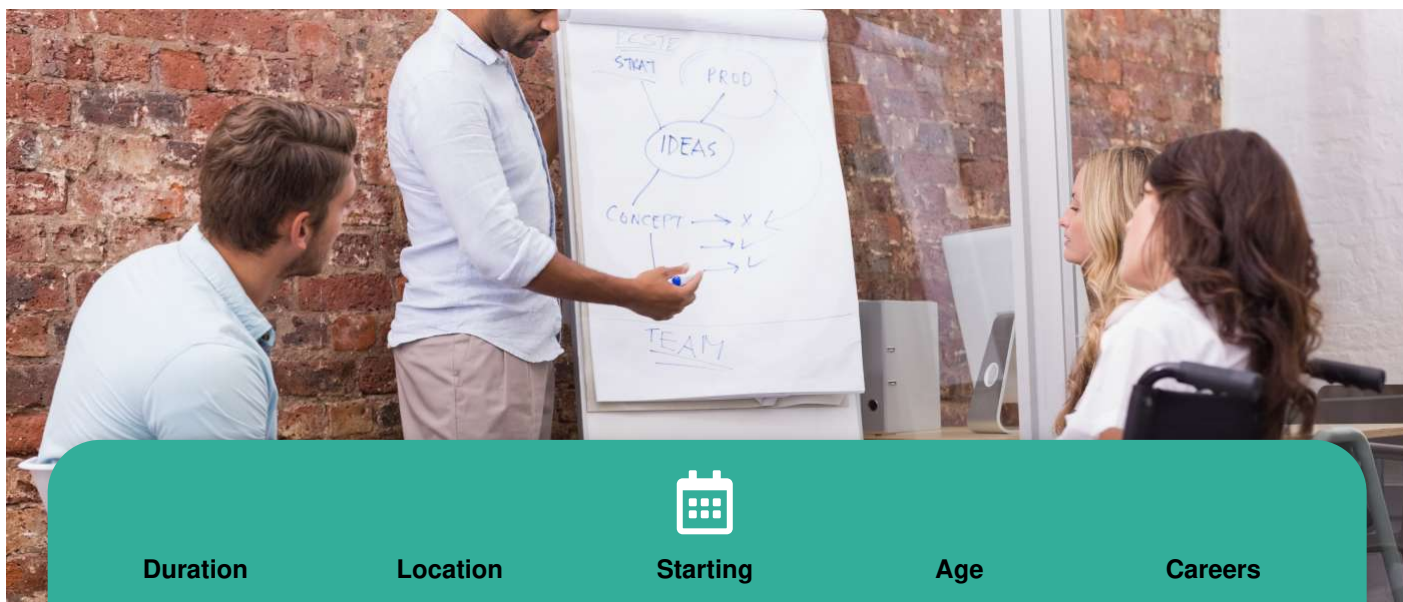


Level 3

Customer Service Specialist

Apprenticeship



Duration

18 months

Location

Rush Green

Starting

Flexible dates

Age

Adult 19+
Apprenticeships

Careers

Business

How do apprenticeships work?

If you prefer a more practical style of learning, an apprenticeship or higher apprenticeship could be the ideal option for you. They enable you to learn on the job and gain nationally recognised qualifications at the same time. [Find out more about apprenticeships.](#)

Overview

If you're passionate about customer service, have experience dealing with complex customer requests, and enjoy being seen as an expert in your field, this apprenticeship could be for you.

The programme is ideal for service professionals working in call centres, retail, service industries - or any customer-service role. It will support apprentices in providing quality service and promote advocacy for professional excellence.

The 18-month programme is split between on-the-job and classroom training, and apprentices should expect regular tutor visits to their workplace.

End-point assessment is via:

- Practical observations with Q&As
- Work-based project supported by an interview
- Professional discussion supported by portfolio evidence

Entry requirements

Employers will set their own entry expectations, but it is expected that you'll have previously worked in a customer service role.

What this apprenticeship leads to

You'll have the chance to join a higher-level apprenticeship in Business or Team Leading on completion of this programme.

Professional registration links

Successfully complete this programme and you can join the Institute of Customer Service as an individual member at professional level.

Visit this course on our website: <https://www.barkingdagenhamcollege.ac.uk/find/courses/0000010987>

For further information please contact the college: <https://www.barkingdagenhamcollege.ac.uk/contact>