



**WISEORIGIN**  
C O L L E G E

# CUSTOMER SERVICE SPECIALIST APPRENTICESHIP

LEVEL 3



Work Based Learning, Done Right

An Apprenticeship is a real job with training so they are a great way to continue your education whilst getting paid and pick up industry recognised qualifications as you go. As an apprentice, you will work alongside experienced staff, gain job-specific skills, earn a wage, and be given time to study towards recognised qualifications.

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 an escalation point 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 generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

## What are the entry requirements?

There are no specific academic entry requirements however, all applicants need to attend an interview with a recruitment officer and undertake an initial English and Maths assessment.

The initial entry points for English and Maths are as follows:

For level 2 apprenticeships the minimum entry level for English and Maths is 'Entry level 3' (E3).

For all level 3 and 4 apprenticeships the minimum entry level for English and Maths is level 1, ideally level 2.

For all level 5 apprenticeships the minimum entry level for English and Maths is level 2 however, in some individual circumstances level 1 may be considered.

## Who is this Apprenticeship for?

Individuals looking to upskill themselves in the customer service sector.

## Knowledge, Skills & Behaviours:

### Knowledge and skills:

**Knowledge:** Customer journey knowledge, business knowledge and understanding, knowing your customers and their needs/customer insight, customer service and culture, environmental awareness.

**Skills:** Providing a positive customer experience, business focused service delivery, working with your customers, customer service performance, service improvement.

**Behaviours:** Develop self, ownership and responsibility, team working, presentation, equality.

## Progression and Career Path:

Progression into a further apprenticeships or development within the organisation taking on increased responsibilities and a more senior position.

## Duration - 15 Months

**“Wise Origin College is the place to be if you want your ideal Apprenticeship”**

**National Delivery:** Delivery will be via a combination of classroom based training and training within the workplace.



**For further information and to apply:**



[www.wiseorigincollege.com](http://www.wiseorigincollege.com)



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