



Customer Service Specialist

Course Overview

- ◆ This apprenticeship programme includes learning about how customer service professionals handle day to day customer queries, providing direct customer support within all industries across the private, public and not-for-profit sectors.
- ◆ The apprentice will learn how to act as a referral point when dealing with complex or technical customer requests, complaints, and queries. As an expert of the organisation's products/services, they will be an advocate for customer service to share knowledge with wider teams and colleagues.
- ◆ They will develop their skills by gathering and analysing customer data that influences change and improvements to service offered. The role will utilise organisational and generic IT systems, to carry out customer service tasks with an awareness of other digital technologies.
- ◆ Students can provide a service in many types of workplace environments including contact centres, retail, webchats, service industry or any other point of direct customer service.
- ◆ Some of the core competencies the apprentice will learn include: understanding your organisation's current business strategy in relation to customers and make recommendations for its future, understanding the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention, and knowing your internal and external customers and how their behaviour may require different approaches from you.

Who is it aimed at?

It's open to all ages - not just school or college leavers, employed adults are eligible too. The course is for anyone interested in the following job roles:

- ◆ Customer Service Assistant
- ◆ Contact Centre Operator
- ◆ Customer Support Specialist
- ◆ Receptionist

These roles can vary within small, medium and large businesses across various sectors.

Duration

- ◆ This apprenticeship takes approximately 15 months for the apprentice to fully complete.

How is this apprenticeship delivered?

- ◆ As part of this apprenticeship programme, the apprentice will learn and work on the employer premises, completing tasks for portfolio building and practical role-related projects.

Entry requirements

- ◆ Employers set their own entry specification but the apprentice will complete Maths and English functional skills if they did not achieve GCSE grade 4 or above.

Off-the-job funding rule

- ◆ The funding rules state that 20% of the apprentice's time must be spent completing off-the-job training, this may include different activities and is measured over the course of the apprenticeship.
- ◆ Apprentices will be required to undertake the equivalent of a day's training to meet this funding rule. This could be either attending BCoT, shadowing another department/role, online learning, or manufacturer training and will be fully documented in their portfolio.

Progression opportunities

- ◆ Upon completion of the apprenticeship, with the transferable skills gained, the apprentice can progress further within the profession into a wide range of customer service roles across many sectors. You will also be eligible to join as an Individual (Professional) member of the Institute of Customer Service and may be eligible for further professional membership including management.
- ◆ The apprentice may also progress their training further and work towards other relevant qualifications related to their role in the workplace.

Did you know?

- ◆ An apprentice can be a new or existing employee.
- ◆ Apprenticeships are open to anyone living in England over the age of 16 and not in full-time education.
- ◆ Apprenticeship programmes can go up to degree level.
- ◆ BCoT is one of the largest providers of apprenticeships in the region. We work with large and small employers across all industry sectors.
- ◆ BCoT is in the top 30% of colleges nationally for timely achievement of apprenticeships for all ages and levels - National Achievement Rate Tables 2017/18.

Get in touch

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