



Level 3 Customer Service Specialist in Equine or Animal Care

Designed for individuals working in customer-facing roles, this qualification develops the advanced skills needed to deliver outstanding service within equine and animal care businesses. Learners will build their expertise in managing customer relationships, handling complex enquiries, resolving concerns and identifying opportunities to improve the customer experience. With a focus on practical, work-based learning, the qualification enables employees to apply their knowledge directly to their role while developing the confidence to take greater responsibility within the workplace.

A Customer Service Specialist will develop and learn to apply a diverse range of advanced capabilities, including:

Knowledge Development

- Know their customers and how their behaviour may require different approaches
- Understand and critically evaluate the possible journeys of customers
- Recognise a range of leadership styles and apply them successfully
- Understand the business environment, culture and the position of customer service within it
- Acknowledge commercial factors and authority limits for delivering the customer experience

Skills Enrichment

- Resolve complex issues by being able to choose and successfully apply a range of approaches
- Gather customer feedback, critically analyse, and evaluate
- Make recommendations based on their findings to enable improvement
- Negotiate mutually beneficial outcomes through advanced questioning and listening
- Demonstrate a cost-conscious mind-set when meeting customer and the business needs

Functional Skills

Maths and English qualifications are an integral element of the apprenticeship standards.

These are implemented by Haddon Training's dedicated Functional Skills team and will be delivered either as individual or group sessions, depending on the learner's requirements. Functional Skills in maths and English for those aged 16-18 years old are a mandatory part of apprenticeships in England unless learners already hold a qualification in these areas at the required level. For learners aged 19 and over, Functional Skills are optional.

Functional Skills	
Learners will need to complete:	
English	Level 2
Maths	Level 2

Qualification Overview

To achieve the Level 3 Customer Service Specialist qualification, learners must complete:

- All mandatory modules
- All core behaviours
- The Apprenticeship Assessment, in which all components must be passed

The apprenticeship is awarded through the successful completion of an Apprenticeship Assessment.

This consists of:

- A practical assessment in which the learner will be observed undertaking a range of day-to-day workplace activities which showcase the skills learnt.
- A professional discussion in which the learner is questioned on the knowledge acquired throughout the apprenticeship.
- A work-based project presented on the Apprenticeship Assessment day and supported by an interview. The project is issued towards the end of the apprenticeship, with eight weeks to complete.

The qualification will take a minimum of 15 months (plus 3 months to complete assessment), dependent on a learner's prior knowledge and skills recorded on a skill scan and individual learning plan.

Mandatory Modules Overview

Knowledge and skills outline
Being an escalation point for complicated or ongoing customer problems
Communicating effectively with customers and colleagues through different communication channels
Acting as a referral point for dealing with more complex or technical customer requests, complaints, and queries
Being an expert in their organisation's products and/or services and sharing this knowledge with their wider team and colleagues
Gathering and analysing customer feedback and information to influence service improvements
Using organisational and generic IT systems to carry out their role effectively
Delivering a positive customer experience

Core Behaviours

Personal and employability skills
Teamwork
Responsibility
Ownership
Self-development
Receptive conduct
Equality and inclusion
Presentation and personal pride
Managing expectations

For an in-depth view of the knowledge, skills, behaviours for the Customer Service Specialist apprenticeship, please visit: <https://ht.haddontraining.co.uk/CustomerServiceAC>

*Please note employers will be assessed before the qualification commences to ensure that they can meet the requirements of any chosen pathway listed above. Please discuss your options further with our team to find out more.

Progression

Upon completion, learners could progress to the following qualifications if they are in a suitable role:

- Level 3 Business Administrator
- Level 4 Associate Project Manager