Haddon Training



Level 3 Customer Service Specialist

For those passionate about delivering exceptional customer experiences, this qualification offers structured learning where individuals can develop essential skills to thrive in diverse customer-facing roles. Through hands-on training, participants will learn how to effectively engage with customers, address enquiries efficiently, and resolve complex issues with professionalism and empathy. The curriculum emphasises the significance of understanding customer needs, building positive relationships, and delivering exceptional service experiences. Suitable for individuals starting their career or those seeking to broaden their existing skills, this qualification is the ideal choice for professional development.

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

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Ofsted Good Provider

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. If the learner has completed Functional Skills previously or can provide suitable evidence, such as GCSE certificates or similar, they may be exempt from completing this element of the qualification.

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 End Point Assessment, in which all components must be passed.

The apprenticeship is awarded through the successful completion of an End Point Assessment (EPA). 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 EPA 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 13 months to complete, 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
Showing they can gather and analyse data and customer information that influences change and improvements in the service their organisation gives
Confirming they can use both organisational and generic IT systems to carry out their role with an awareness of other digital technologies
Delivering a positive stakeholder 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://tinyurl.com/CustomerServiceLevel3

*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