

Brought to you by
National
Apprenticeship
Service



Customer Service
Specialist Level 3
Apprenticeship

92.3% Overall
Success Rate

7,500 Register with GP Strategies
for an Apprenticeship Programme

96% Employer
Satisfaction Rate



There are a Range of Incentives to Help Recruit and Train Your Staff

- Free apprenticeship recruitment service
- £1000 incentive for recruiting a 16-18 year old apprentice
- Full funding available for employers with less than 50 employees who recruit a 16-18 year old apprentice
- Free English, Maths and ICT training
- 90% government contribution for small and medium size employers
- Support for those individuals with additional learning needs

You Receive a Range of Guaranteed and Complementary Services

- Learning solution to support progress
- Nationally recognised qualification
- Designated access to a subject matter expert skills coach
- On achievement, learners can register for professional membership of the Institute of Customer Service
- Integrated EPA (End Point Assessment)
- Equality and Diversity training
- IAG
- Free NUS apprenticeship extra card for all apprentices

Why choose GP Strategies Apprenticeships?

- Best achievement rates of the top 50 largest providers
- Rated Outstanding by Ofsted for Leadership and Management, Quality of Provision and Capacity to improve.
- Continually high employer and learner satisfaction rates
- ESFA Approved Training Organisation
- Accredited by Customer Service Excellence
- Investors in People Silver Organisation

These are just a few reasons how your organisation can benefit from a Customer Service Specialist Apprenticeship through GP Strategies.

Role of a Customer Service Specialist

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.

Apprentice Journey

In monthly stages

- 1 Meeting Regulation and Legislation
- 2 Employment Rights and Responsibilities
- 3 Product Service and Knowledge
- 4 Coaching and Mentoring
- 5 Understanding the Rules of Customer Service
- 6 Problem Solving
- 7 Effective Communication
- 8 Ownership and Responsibility
- 9 Conflict Resolution
- 10 Professional Development
- 11 Knowing Your Customers
- 12 End Point Assessment Preparation
- 13 Customer Excellence for Frontline Staff
- 14 Revision and GAP Analysis
- 15 End Point Assessment

Off the Job Training

We offer blended solutions to meet your needs, below is an example of how off the job training can be tailored to the learner and the organisation.

Regulation & Legislation

Workshop

Coaching & Mentoring

Workshop

Problem Solving

Workshop

Managing Own Professional Development

Workshop

On the Job Training

Whilst apprentices are carrying out their day to day role, they will be observed by a dedicated Skills Coach, who will offer support and guidance to enhance their knowledge.

Business Focused Service Delivery

Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice.

- Resolve complex issues by being able to choose from and successfully apply a wide range of approaches
- Find solutions that meet your organisations needs as well as the customer requirements

Providing a Positive Customer Experience

Through advanced questioning, listening and summarising negotiate mutually beneficial outcomes.

Manage challenging and complicated situations within your level of authority and make recommendations to enable and deliver change to service or strategy:

- Use clear explanations, provide options and solutions to influence and help customers make choices and agree next steps

- Explore and interpret the customer experience to inform and influence achieving a positive result for customer satisfaction

- Demonstrate a cost conscious mind-set when meeting customer and the business needs

- Identifying where highs and lows of the customer journey produce a range of emotions in the customer

- Use written and verbal communication to simplify and provide complex information in a way that supports positive customer outcome in the relevant format

Working With Your Customers/Customer Insights

Proactively gather customer feedback, through a variety of methods. Critically analyse, and evaluate the meaning, implication and facts and act upon it:

- Analyse your customer types, to identify or anticipate their potential needs and expectations when providing your service

Customer Service Performance

Maintain a positive relationship even when you are unable to deliver the customer's expected outcome:

- When managing referrals or escalations take into account historical interactions and challenges to determine next steps

Service Improvement

Analyse the end to end service experience, seeking input from others where required, supporting development of solutions:

- Make recommendations based on your findings to enable improvement
- Make recommendations and implement where possible, changes in line with new and relevant legislation, regulations and industry best practice

These are just some of the topics that apprentices will be working towards. Your Skills Coach will support putting in place an individual programme for your business.

Supplied by our Partner Organisations

e-Portfolio

e-Track is our flexible learner management tool for employers, apprentices and training providers to track progress, share learning resources and review ongoing achievement remotely and in real time.

You will have access to group and individual progress updates and direct support from our Skills Coaches throughout the apprentice journey.

Online Accredited and Non Accredited Courses

GP Strategies Apprenticeships provide a fast and flexible online option for apprentices and employers to access training courses that can be studied at a time to suit. Courses typically range from 2-4 hours and include topics such as compliance, health & Safety and self-development. You choose when, how and where you learn.

Please visit our website for a full course list.



“Our purpose is to enable people and organisations to develop their leadership skills for personal and economic growth.”

What Happens Next?

1 Initial Meeting

- Initial meeting to establish the organisation's requirements
- Explore current delivery models and resources
- Establish and agree programmes

2 Set Up

- Service level agreement
- Mobilisation and implementation planning
- Account management

3 Programme Design

- Programme design
- Programme content
- Complementary services
- Agree timetable and locations for enrolment
- Project delivery team

4 Programme Delivery

- Programme launch
- Initial assessment and enrolment
- Dedicated skills coach allocated
- Register for online resources
- Set up e-Portfolio

5 Support & Feedback

- Line manager briefings
- Learner progression review
- Management information
- Account management meetings
- Customer service review meetings

6 Review & Evaluation

- Line manager briefings
- Learner progression review
- Management information
- Account management meetings
- Customer service review meetings

Start learning with GP Strategies Apprenticeships and contact us today

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GP Strategies – committed to equality and valuing diversity

