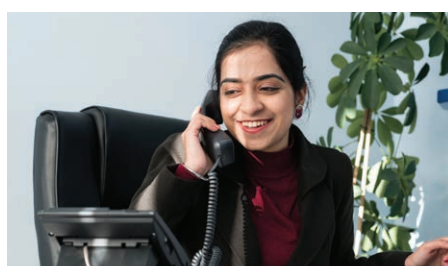
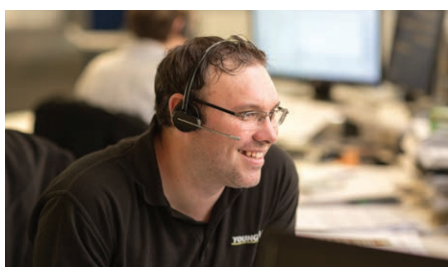


Customer Service Specialist

Level 3

Skills Training UK is a leading independent apprenticeships training provider with a proven track record in partnering with NHS Trusts.

We are committed to helping you understand and use the opportunity of the Apprenticeship Levy to develop and deliver training which effectively supports your plans for patient-centred care and CQI.



Skills Training UK has tailored this Apprenticeship for Customer Service Specialists working in the NHS and other healthcare services in many types of environment including contact centres, receptionists, pharmacies, patient transport, or any customer service point.

They will be a real advocate for Customer Service and will be a key referral point for dealing with complex or technical requests, complaints, problems or queries.

As a professional in patient/customer support, they will gather and analyse data and patient/customer information that will influence change and improvements in patient-centred care.

We offer 2 bespoke pathways to enhance learning against the following:

- People Management
- Resource management

Line manager commitment

The apprentice's line manager should be prepared to provide them with the opportunity to carry out work and be part of projects which will enable them to produce substantial evidence towards their qualification.

We request that line managers participate in joint reviews of the learner's progress at regular intervals throughout the apprenticeship. This ensures continued and positive progress through the apprenticeship. It will also provide the opportunity to discuss and agree how any issues are to be resolved and how additional stretching and challenging activities can be built in.

Duration

The apprenticeship will typically take a minimum of 15 months and an Independent End Point Assessment must be completed in order to pass (please see overleaf).

Training and Support from Skills Training UK

During the apprenticeship the learner will have a dedicated trainer-assessor who will visit them within the work place at least once per month in order to support their learning and development. They will also be supported between visits by off-site information, advice, guidance, academic progress and technical competence support. The trainer-assessor will work with the learner and line manager to ensure successful progression against all elements of the apprenticeship.

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<< Eligibility

You must achieve Level 2 English and Maths prior to taking the end point assessment.

Requirements: Knowledge, Skills and Behaviours

The Level 3 Customer Service Specialist includes the following elements:

Knowledge

- Business knowledge and understanding
- Knowledge of the Customer Journey
- Knowing your customers and their needs / Customer Insight
- Customer service culture and environment awareness

Skills and Ability

- Business-focussed service delivery
- Providing a positive customer experience
- Working with your customers and understanding customer insights
- Customer service performance
- Service improvement

Behaviours and Attitude

- Develop self – proactively keep service industry knowledge, skills and best practice up to date
- Personally take ownership for actions to resolve customer issues to the satisfaction of the customer and organisation
- Work effectively and collaboratively with other colleagues at all levels to achieve results
- Demonstrate equality – be adaptable and flexible to a customer's needs, adopt a positive and enthusiastic attitude and be open minded to tailor your service to each customer
- Demonstrate brand advocacy, values and belief when dealing with customer requests to build trust, credibility and satisfaction

Independent End Point Assessment

To successfully complete the apprenticeship, the learner needs to pass an End Point Assessment. This assessment is an independent assessment which has several stages:

- A practical observation with Q&A
- A work-based project
- A learner interview
- A professional discussion supported by a portfolio of evidence

The assessor from the end point assessment body will then decide whether to award successful apprentices with a pass, a merit or a distinction.

Qualifications

The apprentice will achieve an overall grade of pass or distinction in accordance with national and international standards. A pass candidate will be someone who is fully job ready. A distinction candidate will be someone who goes above and beyond what may be expected of them.

