

Customer Service Specialist Level 3

Duration:

15 months plus
End-Point-Assessment.

Who's it for:

Those who are experts in Barons Eden's products and services, act as an escalation point in the customer service environment and could influence improvements in customer service.

Learning overview

The Customer Service Specialist Level 3 apprenticeship develops the expertise require by customer-facing specialists dealing with a range of clients. The programme builds on existing knowledge to develop learners into experts in customer service, understanding the customer journey in detail.

What's covered:

- **Enrolment**
- **Module 1:**
Customer Insights
- **Module 2:**
Providing a Positive Customer Experience
- **Module 3:**
Customer Service Performance
- **Module 4:**
Ownership and Responsibility
- **Module 5:**
Working with Customers
- **Module 6:**
Business Focused Service
- **Module 7:**
Culture and Environment Awareness
- **Module 8:**
Develop Self
- **Module 9:**
Team Work
- **Module 10:**
Equality, Diversity and Inclusion
- **Module 11:**
Career Development
- **Assessment Preparation**

In addition to your salary, Barons Eden will fully fund the apprenticeship and have valued this apprenticeship at £7,800, based on training costs and the cost to the business.

There is no upfront cost for the learner, nor is there any repayment required at any time.