

LEVEL 3

# CUSTOMER SERVICE SPECIALIST

## WHAT DOES A CUSTOMER SERVICE SPECIALIST DO?

The Customer Service Specialist is a professional for direct customer support. They act as a referral point for dealing with more complex or technical customer requests, complaints, and queries. As an expert in their organisation's products/services, they share knowledge with their wider team and colleagues. They gather and analyse data and customer information to influence change and improvements in service.



**DURATION**

**15 months**



**SKILLS ENGLAND  
STANDARD &  
ASSESSMENT PLAN**

**L3 CSS Standard**



**FUNDING**

**£4,000**

## WHAT NEEDS TO BE COMPLETED PRIOR TO END-POINT ASSESSMENT?

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

- Level 2 English and maths (if applicable)
- A Portfolio of Evidence
- A Work-based Project Proposal

## WHAT ARE THE GATEWAY REQUIREMENTS?

The employer, training provider and apprentice make the decision to take the apprentice through Gateway. The apprentice must achieve all the required on-programme elements before they enter Gateway and are ready for End-Point Assessment.

## END-POINT ASSESSMENT

There are three parts to this End-Point Assessment, which can be completed in any order, although the knowledge test is completed first.

### 1 PRACTICAL OBSERVATION WITH Q&A

The practical observation lasts for one hour, where the apprentice is observed undertaking a range of day-to-day workplace activities. The observation includes questioning to clarify that knowledge and understanding is being applied.

### 2 WORK-BASED PROJECT SUPPORTED BY AN INTERVIEW

Apprentices must submit a written report on a project they have carried out, which will be supported by an interview at EPA. The interview will focus on the written project. The work-based project and interview is graded as Fail, Pass or Distinction.

### 3 PROFESSIONAL DISCUSSION SUPPORTED BY PORTFOLIO OF EVIDENCE

The Portfolio of Evidence, which is not directly assessed, provides a structure for the Professional Discussion. The apprentice must submit their Portfolio of Evidence to EFI Awards at Gateway. They should provide at least one piece of evidence for each of the minimum knowledge, skills and behaviours in the Assessment Plan. The Independent End-Point Assessor (IEPA) grades this as Fail, Pass or Distinction.

## GRADING



### DISTINCTION

Distinction in all assessment methods



### PASS

Pass in all assessment methods



### FAIL

Fail within any of the assessment methods

## COMPLETION AND CERTIFICATION

We'll activate certification once the apprentice has successfully completed all EPAs, and the IEPA/IQA has verified this. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate.

## NEXT STEPS

Apprenticeships are funded up to and including Level 6, and there are plenty to choose from. For a Level 3 Customer Service Specialist, a Level 4 Retail Manager or Level 5 Operations Manager might be a natural progression. For more information, get in touch with the EFI Awards team to discuss your options: [info@efiawards.co.uk](mailto:info@efiawards.co.uk)