



Bradford College

APPRENTICESHIPS

Customer Service Specialist L3

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.

Programme Start

Various start dates throughout the year

Duration

15 Months

Entry Requirements

Level 1 English and Maths will be required to undertake this apprenticeship.

Course Delivery Method

This course is delivered using a blended delivery model, an apprentice will spend a day per month at City Training Services undertaking classroom based learning in addition to regular workplace assessments.

Future Opportunities

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management..

Course Content

The following skills, knowledge and behaviours are what will be gained from this apprenticeship.

Knowledge

- Business Knowledge and Understanding
- Insightful knowledge of your customers
- Customer service culture & environment

Skills

- Business focused customer service delivery
- Working with your customers needs
- Customer service performance
- Service improvement

Behaviours

- Develop self
- Ownership/Responsibility
- Team working
- Presentation

Price

£4000

EDUCATION
ENTERPRISE
EMPLOYMENT

Contact Bradford College on: 01274 728316
or email: apprenticeships@bradfordcollege.ac.uk