

Open Awards Level 3 End-point Assessment for ST0071 Customer Service Specialist

Route: Sales, marketing and procurement



Changing lives through learning

Typical Duration

15 months

Maximum Funding

£4000

National Level

Level 3

Entry Requirements

There are no formal entry requirements.

Mandatory Qualifications

The apprenticeship standard does not make achievement of any occupational qualification during the apprenticeship a mandatory requirement.

Where the apprentice does not have Level 2 approved English or maths qualifications, they must achieve an approved Level 2 qualification in English or maths.

For those with formally recognised special educational needs, learning difficulties or disabilities, who struggle to achieve the regular English and / or maths minimum requirement due to the nature of their difficulty or disability, the minimum English and / or maths requirement is Entry Level 3 (subject to conditions within the funding rules) and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

Role Profile

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.

On-programme Stage

The period of learning, development and continuous assessment is managed by the employer, in most cases with the support of a training provider. The on-programme pace will be driven by individuals as well as by the breadth of experience an employer can offer prior to the minimum of 12 months after which end-point assessment will take place.

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Completion and Certification

Open Awards will issue a summary of results following successful completion of all End-point Assessment (EPA) requirements. Open Awards will also request the apprenticeship completion certificate on behalf of an apprentice once they have completed their apprenticeship.

Why Choose Open Awards Qualified?

Open Awards have been in business for 40 years. During that time, we have helped thousands of learners get started on the education ladder, return to learning, achieve qualifications to help their careers and progress into further and higher education. Building on this expertise we have become an end-point assessment organisation (EPAO) for a growing number of apprenticeship standards in England approved by the Institute for Apprenticeships and Technical Education (IfATE).

EPAO number: EPA0565

How Will the Learner Be Assessed?

This EPA has 3 different assessment methods:

1. Work Based Project
2. Practical Observation
3. Professional Discussion

The result from each assessment method is combined to decide the overall apprenticeship grade.

Progression

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.

