



Level 3

Customer Service Specialist

(live assessment)

Standard fee £675

INTRODUCTION

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. They are an advocate of customer service acting as a referral point for dealing with more complex or technical customer requests, complaints and queries.

ASSESSMENT

- Practical observation with questions and answers
- Work-based project supported by an interview
- Professional discussion supported by portfolio evidence

WHAT YOUR FEE COVERS

Learner resources

- Customer Service Specialist apprentice toolkit
- Apprentice EPA timeline
- eLearning:
 - Preparing for an observation
 - Preparing for a project
 - Preparing for an interview
 - Preparing for a professional discussion

Teaching resources

- On-programme checklist
- Gateway checklist
- Toolkit video overview

REASSESSMENT FEES STANDARDS

	FEE
Practical observation with Q&As	£140
Work based project, supported by an interview	£160
Professional discussion supported by portfolio evidence	£160



*To offer mandated or recommended qualifications as part of an apprenticeship programme, providers will need to gain Active IQ centre approval. To find out more, please contact us at apprenticeships@activeiq.co.uk