

Level 3 Customer Service Specialist

(live assessment)



EPA 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.

ASSESSMENT

- Practical observation with Q&A
- Work-based project & interview
- Professional discussion

REASSESSMENT FEES

FEES

Practical observation with Q&A	£140
Work-based project & interview	£160
Professional discussion	£160

WHAT YOUR FEE COVERS

Apprentice resources

- EPA eResources, including:
 - Apprentice toolkit
 - EPA timeline
 - 'Preparing for...' eLearning
 - KSB microlearning units
 - Customer Service Specialist eLearning

Training provider resources

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



#beginwithbetter

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