

# Highfield **Level 3** End-Point Assessment for **ST0071 Customer Service Specialist IfATE v1.2**



Government funding band – **£4,000**



On-programme duration – **typically 15 months**



Gateway requirements – **level 2 in English and maths (optional for 19+, please see funding rules), gateway self-assessment report and a submission of a portfolio of evidence**



End-point assessment method – **work-based project (supported by interview), practical observation (with Q&A), professional discussion (supported by portfolio of evidence)**

## Working as a customer service specialist

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 requests, complaints, and queries from customers. You are often an escalation point for complicated or ongoing 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 customers' 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.

## The programme's structure

Your apprentice will be placed in a customer service specialist role over a minimum of 15 months during which they will be supported while on-programme by their tutor. Their tutor will review the progress of the apprentice during the 15 months against the standard to ensure they are prepared for the end-point assessment.

## Your apprentice's journey



### Ready for training

- Initial assessment
- English and maths training (optional for 19+, please see funding rules)
- On-programme training to meet the requirements of the standard
- Gateway self-assessment report

### Set for assessment

#### Practical observation with Q&As:

- 1-hour practical observation
- 15% of the time for the observation will include questioning by the assessor to seek clarity on any questions they might have

#### Work-based project, supported by an interview:

- 2,500-word work-based project
- 1-hour interview

#### Professional discussion supported by portfolio of evidence:

- 1-hour professional discussion
- Portfolio of on-programme evidence

### Go further

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an individual member at professional level.

## Available support

#### On-programme support

- Delivery resources
- Qualification mapped to standard
- Tutor support resource
- Innovative and multi-device e-learning courses

#### End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



## Need to know more: