



# Customer Service Specialist

Level 3 Apprenticeship Brochure



## Customer Service Specialist Level 3

This apprenticeship trains you to provide excellent customer service and can be applied to hundreds of job roles across many different sectors.

Apprentices working towards this level are likely to be in the following roles:

- Customer relations manager
- Coordinator
- Team leader

The duties of the apprentice will vary across the business type they are working in, but they will include being an advocate for customer services and acting as a referral point for dealing with more complex or technical customer requests, complaints and queries. The apprentice will be an expert in the organisations products and services and share knowledge with the wider team. The role will involve gathering and analysing data with the ability to influence change and improvements to services.

## Enrolment Timeline

AKG Learning believes in “right learner, right course”. By that, we mean it is crucial that all apprentices are accurately matched to an apprenticeship programme that suits their job description, their prior learning and ability to achieve all aspects of the course. Therefore, anyone wishing to enrol on one of our apprenticeship programmes must complete the following steps to confirm eligibility:

Potential apprentices will have a friendly conversation with a member of our Client Engagement Team to explore their eligibility for apprenticeship funding. We'll chat about their current job role, future aspirations, and give them a brief introduction to what apprenticeships are all about. Together with the employer, we'll recommend an apprenticeship programme that's a perfect fit.

Once everyone is on board with the chosen apprenticeship, we'll schedule an hour-long Information, Advice & Guidance (IAG) session with a member of our Learner Engagement Team. Before the session, the potential apprentice will receive an email with a few simple tasks to complete, including a Suitability Questionnaire and initial assessments for Maths and English using our dedicated NCFE Skills Builder platform. The IAG session will then help confirm the apprenticeship's suitability and eligibility, review the completed enrolment tasks, and provide a detailed outline of the apprenticeship, including Functional Skills, Off-The-Job Training, and the End Point Assessment.

After the IAG session, the potential apprentice will receive a follow-up email summarising the information they've received and outlining the next steps to finalise their enrolment. Once everything is in place, we'll arrange a 90-minute First Day of Teaching & Learning (FDTL) session. Before this session, we'll create and share a personalised training plan with the apprentice and their employer. This plan will confirm the start and end dates of the apprenticeship, detail all the learning modules, the expected hours, and the chosen End Point Assessment Organisation (EPAO).

From the planned start date, the learning journey will begin, with the apprentice being supported every step of the way by one of our highly skilled tutors. We're committed to helping them learn, achieve, and excel throughout their apprenticeship and beyond.

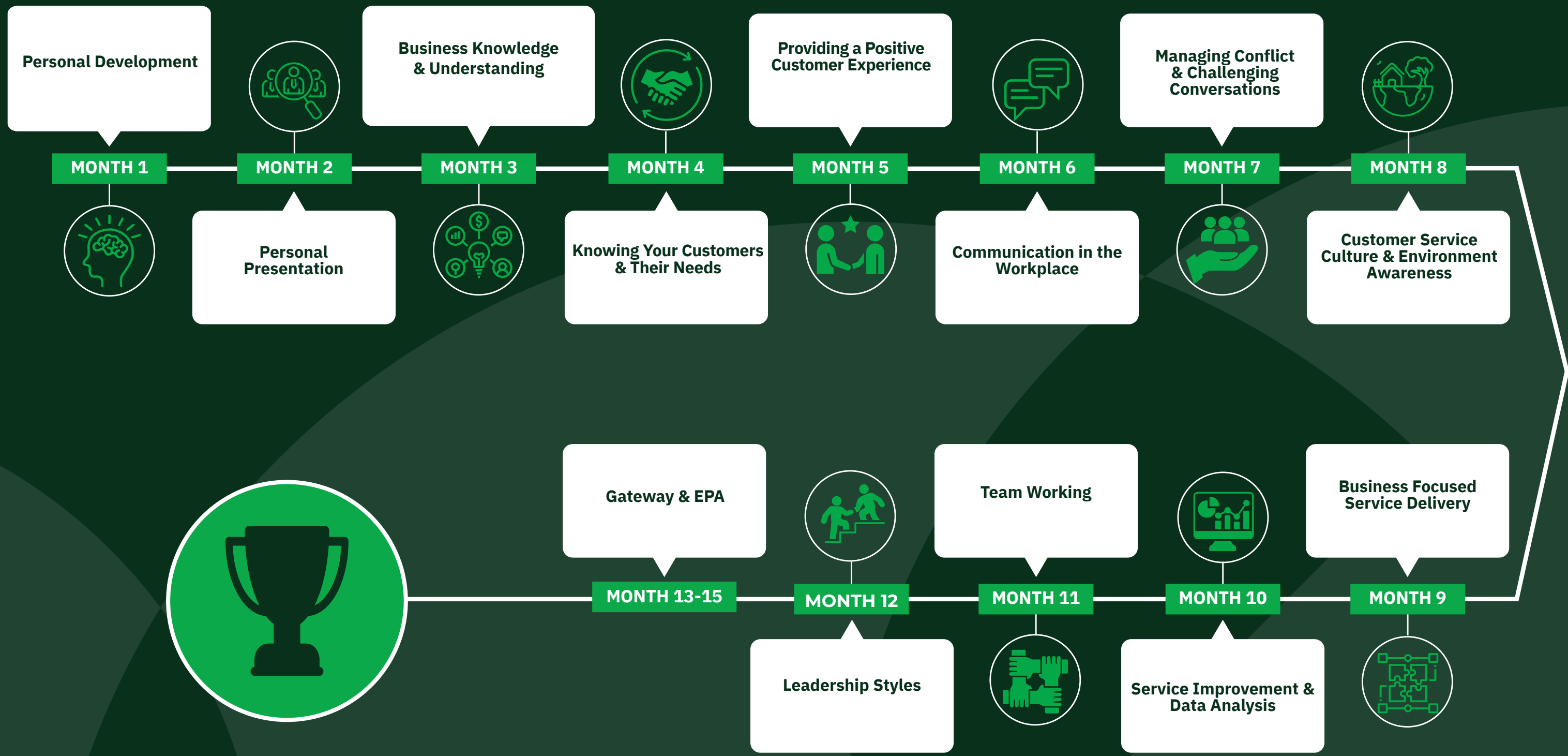




# Apprenticeship Journey (example)

## CUSTOMER SERVICE SPECIALIST (LEVEL 3)

These learning topics will be delivered via webinar sessions with your tutor.  
They will be via the Microsoft Teams platform and will be a maximum of two hours.



# DELIVERY



## WEBINARS

Delivered via the Microsoft Teams platform for a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The tutor will deliver a session on a particular topic and you will have the opportunity to give input / feedback through discussion using the in-platform chat facility. These webinars count towards your off-the-job training and will also provide you with tasks to complete for your apprenticeship learning.



## 1:1 SESSIONS

Either face-to-face or remote via Microsoft Teams. This is dedicated time with your tutor to discuss your progress and any areas where you may feel you need extra support or guidance. Your tutor will also provide you with feedback on any work that has been set and guide you towards the next steps in your apprenticeship programme. Your tutor can also signpost you towards additional resources to stretch your knowledge and understanding of relevant topics. Off the job training is reviewed to make sure you are on track to meet the minimum requirement. All other work set will be reviewed and any additional support provided if needed. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to your OneFile portfolio as evidence towards completion of your apprenticeship.



## PROGRESS REVIEWS

These can either be face to face or remote and will require the involvement of your line manager. The reviews take place at least every 12 weeks and are intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the skills, knowledge and behaviours to improve your working practices. Targets will be set for completion of varying tasks including; developing softer skills or enhancing your maths, English or digital skills. Reviews are usually recorded and then stored on OneFile.



## ONLINE LEARNING COURSES

These online courses are designed to provide essential information to continue to stretch and challenge you throughout the apprenticeship. These courses can also contribute to your apprenticeship standard in conjunction with work set by your tutor. They will help build your knowledge and can expand your understanding of the industry, as well as contributing to your off-the-job training.

\*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to your Laser Learning account, where only you, your manager and AKG Learning staff involved in your training have access. These will not be shared outside of Laser Learning without your permission. Group webinars will also be recorded.

# ESOL SUPPORT



“Teaching for me is not just a job – it is a vocation, a mission, a quest. There is no bigger reward, in my opinion, than that of seeing your learners progress and achieve their goals!”

Ava, Senior ESOL tutor

At AKG Learning we are proud to have a highly skilled and dedicated ESOL team who are experienced at adapting their teaching to meet the specific English language needs for learners. Whilst we offer ESOL for Work courses separately to apprenticeship delivery, we do provide the option for apprentices to access ESOL support during their apprenticeship should they need it. We also offer in-house learning support for those with other additional learning needs or barriers to learning.

# SYSTEMS

Laser Learning is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your off-the-job-training, and track your progress towards achievement. Gone are the days of ring binders and plastic wallets, this is your one stop shop for Apprenticeship programmes.



NCFE Skills Builder is a comprehensive initial assessment and diagnostic solution. It enables you to develop your learners' skills with industry-leading assessments and access to the highest quality curriculum, while collecting the data and evidence needed to demonstrate compliance and learner progression.



# NEXT STEPS

Following successful completion of your apprenticeship, you will be able to progress to the following:

**Team Leader Level 3**

**Operations Manager Level 5**

On completion of this apprenticeship you will be eligible 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.





# END POINT ASSESSMENT INFORMATION

## WHAT IS GATEWAY?

Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for a minimum of 1 year and 1 day and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is dependent on the chosen EPAO and the standard being studied, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessments will take place.

Note: Gateway can only be achieved once the following has been met:

English and Maths at Level 2 (or equivalent) to be achieved
Completion of knowledge, skills and behaviours
Minimum off the job training recorded
Gateway declaration signed by apprentice, line manager and apprenticeship tutor



## WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is the final stage of an apprenticeship and it is made up of a range of synoptic assessments which are completed at the end of the apprentice's learning, once they have achieved gateway requirements. EPA takes place to ensure the apprentice has the knowledge, skills and behaviours outlined in the apprenticeship standard in order to be occupationally competent.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. Once the apprentice has completed all of their assessments, they will be awarded an overall grade (depending on the apprenticeship programme). This will either be Fail, Pass, Merit or Distinction.

### Assessments which form EPA activities:

Assessment 1	2,500 written report or 45-minute presentation.
Assessment 2	60-minute observation of apprentice duties.
Assessment 3	60-minute structured discussion.

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.





# WRAPAROUND SUPPORT SERVICE

We're committed to ensuring all learners succeed. Our additional support services include:

## ESOL (English for Speakers of Other Languages)

Tailored resources for employees whose first language is not English.

**Employer Benefit:** Enhances communication and reduces misunderstandings, leading to a more cohesive and productive workforce.

## Mental Health & Wellbeing resources

Tools and initiatives that promote resilience and a healthy work-life balance.

**Employer Benefit:** Boosts employee productivity and minimises time off by supporting mental health and promoting work-life balance.

## Additional Learning Support

Tailored support for learners with specific needs or disabilities.

**Employer Benefit:** Encourages an inclusive work environment and enhances job performance for employees with specific needs or disabilities.

## English & Maths Development

Focused support to improve core skills, benefiting both learners and workplace performance.

**Employer Benefit:** Improves core skills, increasing employee productivity, reducing errors, and enabling them to take on more complex tasks.

## Enriched & Extended Curriculum

We elevate the learning experience by integrating supplementary activities and training beyond the standard curriculum. These include sector-specific workshops, professional networking events, and targeted skill-building sessions. This approach equips learners with a diverse and comprehensive skill set, enabling them to adapt to and excel in the dynamic demands of your sector.

**Employer Benefit:** Equips employees with a broader skill set, increases engagement, and helps them adapt to industry changes and challenges.



## TESTIMONIALS

***"I was diagnosed with dyscalculia and really struggled to understand how to work out math problems and fractions. However with numerous sessions by various Tutors, who patiently guided me and supported me. I was able to slowly progress to the point where I have been able to pass my math exams."***

***"It is a totally judgement free environment, and I actually look forward to attending sessions because the conversations are always positive and beneficial to me."***

***"The lessons were engaging, well-structured, and tailored to my needs."***



# INTERESTED?

If you are interested in starting your apprenticeship journey  
Please contact us at [sales@akglearning.co.uk](mailto:sales@akglearning.co.uk).



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