



Level 3 Customer Service Specialist End-Point Assessment

As part of Skills and Education Group Awards, we specialise in the customer service sector. Our experience in this industry means we know exactly what employers and apprentices need. We make the assessment process clear, easy to use and responsive, ensuring that employers and apprentices are fully supported throughout.

About the End-Point assessment

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.

Fee £675

Maximum Funding £4000

Get in touch to find out more

For further information on registering your apprentices on this end-point assessment, contact our team by emailing epa@skillsedugroup.co.uk or by calling 0115 854 1620.

Gateway Requirements

- Apprentices must have achieved English and Mathematics at Level 2.
- It is recommended that Apprentices submit their Work-Based Project Plan Proposal to allow sufficient time for Skills and Education Group Awards to approve ahead of the 2 months duration to complete the Work-Based Project.

Typical duration to Gateway: 15 months.

The Assessment

The apprentice will be assessed against the Customer Service Specialist requirements.

The methods of assessment are:

- Practical Observation with Q&A
- Work-Based Project supported by an Interview
- Professional Discussion supported by Portfolio of Evidence.

Links to Professional recognition

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

Skills and Education Group Awards is the End-point Assessment Organisation (EPAO) that is approved and registered with the Education and Skills Funding Agency (ESFA) for this apprenticeship. Delivery of this end-point assessment is monitored, on behalf of the Institute for Apprenticeships and Technical Education (IfATE), by the External Quality Assurance Organisation, Ofqual.