



Training Provided By

**IMPACT
FUTURES**

Level 3 Customer Service Specialist

Customer, product and service expert



Customer Service Specialist Training Programme

This level 3 training programme develops advanced skills and hones knowledge and behaviours to be an expert in the organisation's products and services. You will be a referral point who provides specialist information which supports sales, customer service and complaints teams in achieving key objectives.

After completion of this programme, you can join the Institute of Customer Service as an individual member at professional level.

You can then progress onto either our Level 3 Team Leader or Level 5 Operations Manager training programmes.

Entry requirements

You must have been a UK, EEA, or EU resident for at least the past three years to undertake this training programme.

In addition, you must be able to commit to the full length of the programme, and be able to meet the programme modules through your job role.

If you are aged 16–18 and do not have a Level 2 qualification or equivalent (GCSE grade 4/C) in Maths and English, you will be required to work towards achieving these qualifications as part of your training programme.

For those aged 19 and above, completing Maths and English (Functional Skills) is optional and not a mandatory requirement to complete your programme, however - this needs to be discussed and agreed with your Employer.

What is the duration and how will you learn?

Over the duration of 18 months, you will receive a combination of face-to-face and online training and support.

You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.

We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Aptem.

Off the job training

As part of the training programme, alongside your job role, a **minimum of 6 hours per week** of your time in work must be dedicated to improving new skills, knowledge and behaviours.

This can be any time devoted to learning and improving new skills, knowledge and behaviours without interruption, and can include:



Online teaching



Digital learning resources



One to one tuition



Workplace assessment

End-point assessment

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:



Portfolio and discussion

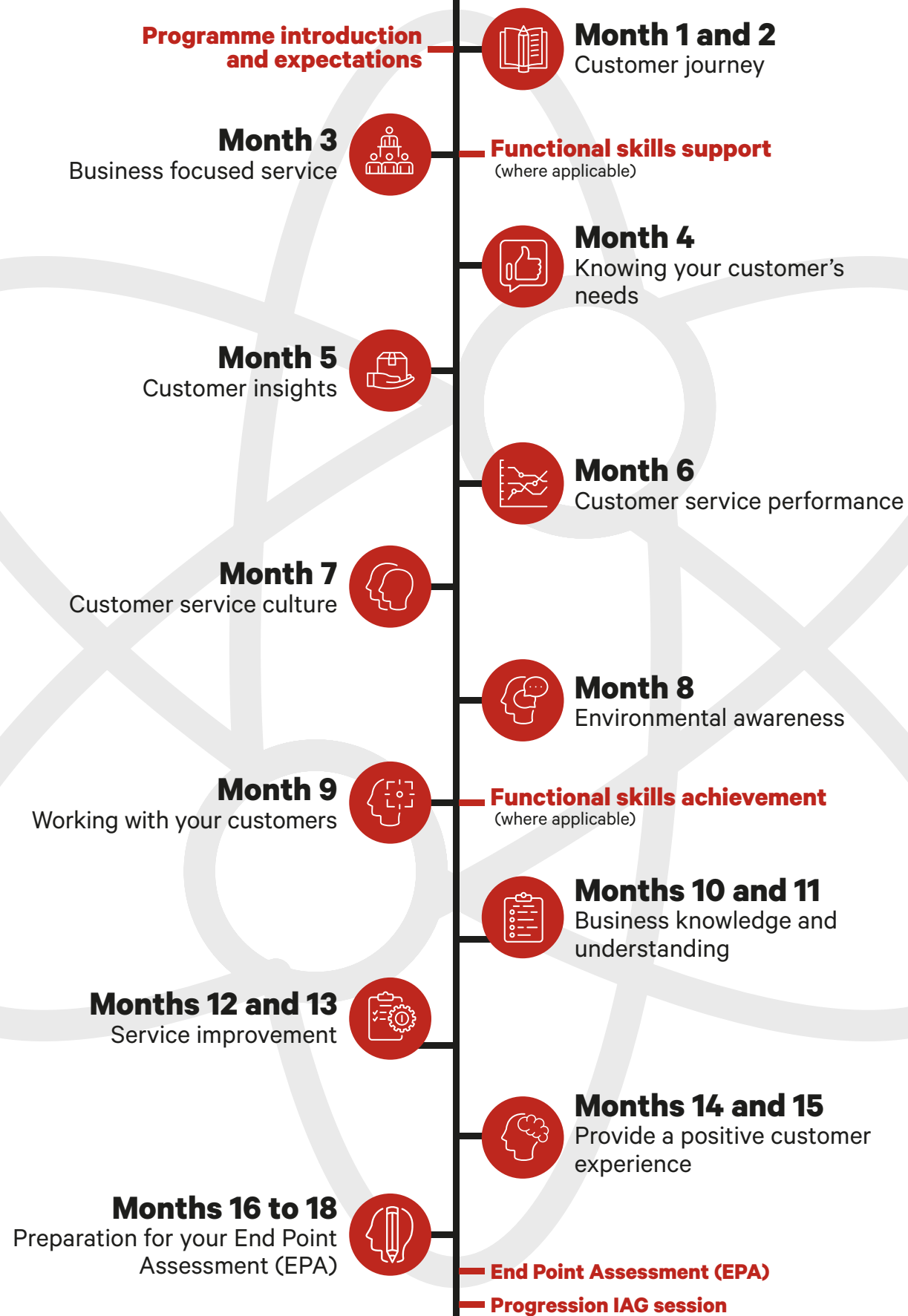


Observation and Q&A



Project and interview

Your Training Journey



You will learn how to:

Know your customer and organisation

- ✓ Understand the impact your service provision has on the wider organisation and the value it adds
- ✓ Understand your organisation's current business strategy in relation to customers and make recommendations for its future
- ✓ Understand the principles and benefits of being able to think about the future when taking action or making service related decisions
- ✓ Apply a range of leadership styles in a customer service environment
- ✓ Know your internal and external customers and how their behaviour may require different approaches from you
- ✓ Analyse, use and present information to provide customer insight

Improve the customer journey

- ✓ Understand and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience
- ✓ Understand the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention
- ✓ Understand commercial factors and authority limits for delivering the required customer experience
- ✓ Work effectively and collaboratively with colleagues at all levels to achieve results
- ✓ Make recommendations and implement where possible, changes in line with new and relevant legislation, regulations and industry best practice

Lead exceptional customer experiences

- ✓ Manage challenging situations within your level of authority and make recommendations to enable and deliver change to service or strategy
- ✓ Negotiate mutually beneficial outcomes through advanced questioning, listening and summarising
- ✓ Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice
- ✓ Understand what drives loyalty, retention and satisfaction and how they impact on your organisation
- ✓ Analyse the end to end service experience, seeking input from others where required, supporting development of solutions

The 5 pillars of wider learning

Sustainability



Sustainability is about protecting the future of our environment.

Why do we need to learn about sustainability within a training programme?

Through learning about the world and how to best keep it sustainable, you can be encouraged to safeguard and enhance our natural resources.

Developing your attitudes and behaviours to be more environmentally conscious, you can protect the future of our environment.

CIAG



CIAG provides us with careers information, advice, and guidance.

Why is the support of CIAG important within a training programme?

To be inspired, as a learner, to be proactive and to believe in your ability to achieve your aspirations.

This support will help you learn about career pathways available to you, and will:

- Increase your knowledge about the world of work
- Inspire you to succeed
- Improve your social mobility and life chances
- Help you make informed decisions

Cultural capital & personal development



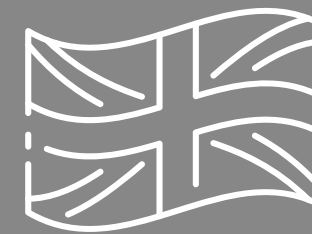
Cultural capital and personal development is about boosting your employability and work and life skills.

Why do we need to understand cultural capital and personal development within a training programme?

Learning about real-life situations and navigating through them will provide you with essential knowledge, that you may need to ensure future success.

This can include: resilience, confidence, time management, finance management, and much more- all important work, behaviour, attitude, and life skills.

British values, safeguarding & prevent duty



We have a responsibility to keep learners safe during their learning, but we are also responsible for what happens beyond that, too.

British values:

As our learner, you should understand: your right to make safe choices; the rule of law is there to protect you; you should be respected for who you are (regardless of age, race, gender and background); and you live in a democracy allowing you to be involved in decisions that protect you.

Safeguarding:

We can ensure that you are supported by the right people at the right time.

Prevent duty:

We can recognise when targets are preyed upon by extremists and we act, report and get help to stop their recruitment.

Equality, diversity & inclusion



Promoting equality, diversity and inclusion entails fair treatment and equal opportunities for all learners.

The impact of embedding these integral areas into your learning programme means that you will be more aware of your social responsibility to protect the vulnerable in our wider society. This will enable an inclusive mindset in your work and home life, as you develop and grow in your career.

Understanding how to protect those in our society from abuse and extreme idealisms, will further enable our future living and working lives becoming safer and fairer.

Making an impact, now and in the future

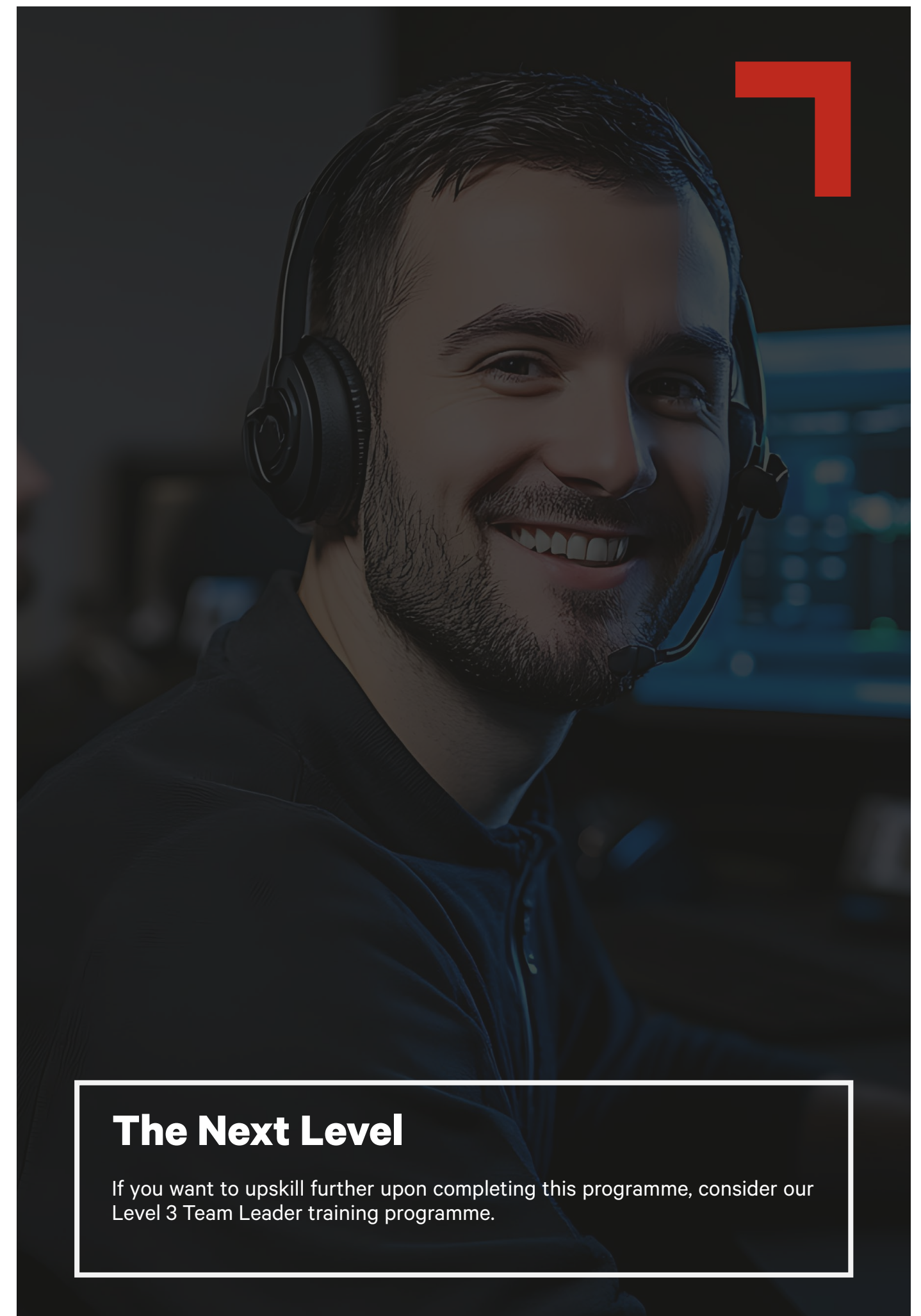
Your career is a path, not a programme. We want to understand your career goals for the future now, so that we're best placed to assist, guide and inform you on your options.

The diagram consists of three red rectangular boxes arranged vertically, each containing a question. Grey arrows connect the boxes in a clockwise cycle: from the top box to the middle box, from the middle box to the bottom box, and from the bottom box back to the top box. Each box also has a white rectangular input field below the question.

Where do I see myself in my career in 12 months?

What support do I need to get there?

What targets and milestones can I set now to aid me in achieving this?



The Next Level

If you want to upskill further upon completing this programme, consider our Level 3 Team Leader training programme.

BIMA

Make an impact

We're all about making an impact, be that individuals making an impact through their day-to-day work, or by organisations making their impact on our economy.

As a national training provider, we make this impact throughout the UK, with expertise in childcare, healthcare, clinical and business skills training programmes.

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