



SAINTS
LEARNING

| APPRENTICESHIPS |

CUSTOMER SERVICE SPECIALIST

A professional for direct customer support within all sectors and organisation types.

The Customer Service Specialist Apprenticeship is aimed at those in a customer service role and who have direct contact in dealing with complex or technical customer requests and complaints.

You will develop knowledge and skills in gathering data, customer insights, influencing customers and service improvement, as well as gaining an awareness of business strategy and service delivery.

The apprenticeship will also focus on key behaviours such as ownership and team working, developing self, equality, presentation, empowering you to be self-aware and develop a growth mind-set.



LEVEL

3



DURATION

15 - 18 MONTHS



COST

THERE ARE TWO MAIN FUNDING METHODS BY WHICH APPRENTICESHIP COSTS CAN BE COVERED: LEVY AND NON-LEVY





HOW WILL THE TRAINING BE DELIVERED?

This apprenticeship programme will focus on 3 areas of learning and development: Knowledge, Skills & Behaviours.

We have replicated what we have learnt on the pitch and applied it to the corporate world. We will embed our corporate athlete tactics, supporting your mental focus, physical capacity, emotional connectivity and aspirational alignment, allowing you to thrive in the most challenging circumstances.

HOME OR AWAY?

Delivery is within the workplace and at the home of your organisation, however you will be invited to masterclasses at our inspiring stadium or other similar sites, away.

It is expected that you will spend 20% of your contractual working hours undertaking learning and development. Reasonable time for training while at work should be given and may include reflection, mentoring and the development of new skills while at work.

HOW WILL I KNOW THE PROGRAMME IS RIGHT FOR ME OR MY COMPANY?

An advisor will discuss job roles, career aspirations and organisations' operational needs, to ensure the right level and programme is chosen. In addition, there will be an initial starting period of analysis, called a Flying Start, where advice and guidance may suggest a different learning path to excellence.

WILL THERE BE AN EXAM?

Yes, apprentices will be formally assessed at the end of their programme by an Independent Examiner. The assessment of competence will include several assessment methods, such as a practical observation, professional discussion supported by portfolio and a work-based project and interview. The exams may be conducted at the workplace or at another location.

ENGLISH AND MATHEMATICS

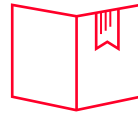
If you don't already hold GCSE level A*- C or equivalent in either of these subjects, your programme will include teaching and examination of Level 2 Functional Skills.

You will be required to achieve a Level 2 to complete your apprenticeship.

THE NEXT STEPS

Learners can progress onto an Advanced or Higher Apprenticeship in a vocational expertise in Team Leading or Management.

Available courses:
Level 3 Team Leading, Level 5 Management.



FURTHER READING

Government guides to apprenticeship:

[www.gov.uk/topic/further-education-skills/ apprenticeships](https://www.gov.uk/topic/further-education-skills/apprenticeships)

www.instituteforapprenticeships.org/apprenticeship-standards/

