

# Customer Service Specialist

## ① What the role entails

The Customer Service Specialist is an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints and queries. They will often be an escalation point for complicated or ongoing customer problems. As an expert in their organisation's products and/or services, they will share knowledge with the wider team and colleagues. They will gather and analyse data and customer information that influences change and improvements in service.

## ② On-programme assessment

The apprentice must achieve the following on-programme assessment requirements prior to Gateway:

- Achieved Level 2 English and maths
- Work-based Project proposal submitted
- Portfolio of Evidence completed.



## ③ Gateway requirements

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway.



## ④ End-Point Assessment

The end-point assessment for the Customer Service Specialist contains 3 methods of assessment as outlined below:

### Practical Observation with Q&A

The Observation of Practice will be conducted by the IEPA of the apprentice in the workplace as they undertake a range of duties. The Observation will last 60 minutes (+/- 10%) and include a 10 minute Q&A.

**Grade Weighting** - graded as a Pass or a Distinction.

### Work-based Project (supported by an Interview)

The Work-based Project proposal is submitted at Gateway and once approved, apprentices will have 2 months to complete the Project and submit a 2500 word report (+/- 10%). This report must be submitted 2 weeks before the Interview takes place. During the Interview, apprentices will be asked 10 questions based on their Project and the supporting evidence.

**Grade Weighting** - graded as a Pass or a Distinction.

### Professional Discussion (supported by a Portfolio of Evidence)

The Professional Discussion is designed to provide opportunity for the apprentice to demonstrate their knowledge skills and behaviours. This will be supported by a Portfolio of Evidence that the apprentice will have built up during the on-programme period. This informal discussion will last 60 minutes (+/- 10%).

**Grade Weighting** - graded as a Pass or a Distinction.

## ⑤ Grade aggregation table

|             |  |
|-------------|--|
| Fail        | The apprentice fails any part of the EPA   |
| Pass        | The apprentice meets all Pass criteria in all the assessment methods                 |
| Distinction | The apprentice meets all Pass and Distinction criteria in all the assessment methods |

## ⑥ Completion and certification

Once the IEPA verifies the apprentice has successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate.



## ⑦ What next?

Once the Customer Service Specialist (Level 3) is complete, the learning doesn't stop. NCFE offers a full suite of programmes designed to take your apprentice onward up the career ladder. Their next step is **Operations/Departmental Manager (Level 5)**.

### Why choose EPA Plus?

We are an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across Health, Education & Care and Business apprenticeship standards. EPA Plus offers a flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.

