RUNSHAW COLLEGE

Apprenticeship

Customer Service Specialist
Level 3 (WBL)

Earn as you learn

Work as you learn

Great experience

#Future #Customer service

Average **salary*** once qualified £19,000-£27,000

*Glassdoor.com Sept 2025

Customer Service Specialist Level 3

A customer service specialist serves as a professional point of contact for direct customer support across various sectors and organisation types. In this role, you act as an advocate for customer service, handling complex or technical requests, complaints, and queries, and often serve as the escalation point for ongoing or challenging customer issues.

As an expert in your organisation's products or services, you share your knowledge with colleagues and contribute to service improvements by gathering and analysing customer data. The role requires proficiency with organisational and general IT systems, and may be based in environments such as contact centres, retail, webchat, or any customer service setting.

The apprenticeship lasts 15 months, plus a 5-month End Point Assessment (EPA) period, and is delivered in the workplace. Assessment methods include written work, verbal discussions, observation, and a final EPA. Apprentices must also complete 'off the job training' during working hours, gaining new knowledge beyond their usual duties. Successful completion leads to eligibility for professional membership with the Institute of Customer Service, and may open pathways to further professional or management roles in customer service.

Entry Requirements:
GCSE English and maths at A*-C / 9-4 or equivalent.

If you do not hold the necessary grades, you may have the opportunity to complete a functional skills course alongside your apprenticeship. Suitability will be determined following an initial assessment and diagnostic.

Career Development and Progression:
Once qualified, you could be employed in roles such as Customer Service Advisor, Technical Support Representative, Client Relations Advisor, or Patient Care Coordinator. Progression opportunities include advancing to Team Leader Level 3, HR Support Level 3, or Quality Practitioner Level 4, providing clear pathways for further professional development within customer service and related fields.

Main developmental areas

Knowledge
- Business Knowledge and Understanding
- Customer Journey knowledge
- Knowing your customers and their needs/Customer Insight
- Customer service culture and environment awareness

Skills
- Business-focused service delivery
- Providing a positive customer experience
- Working with your customers / customer insights
- Customer service performance
- Service improvement

Behaviours
- Develop self
- Ownership/ Responsibility
- Team working
- Equality
- Presentation

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For more information about our courses, visit **runshaw.ac.uk**
call **01772 643008** or email **apprenticeships@runshaw.ac.uk**

Disclaimer - Although course details are correct at the time of printing, they may be subject to change or amendment.

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