

School Customer Service Specialist Level 3 (Apprenticeship)

Overview

The main purpose of a school customer service specialist is to be a professional for direct customer support within a school setting. They are an advocate of customer service, acting as a referral point for dealing with complex customer requests, complaints, and queries.

They will influence the customer experience and their satisfaction within a school and/or multi academy trust. They will demonstrate excellent customer service skills and behaviours as well as service knowledge when delivering to customers. They provide service in line with the school's customer service standards and strategy and within appropriate regulatory requirements.

Objectives

The programme:

- Demonstrates how to influence the customer experience and their satisfaction within a school or multi academy trust
- Develops the skills, knowledge and behaviour for the learner to act as an escalation point for complicated or ongoing customer problems, and as an expert in their school's services.
- Shares knowledge with their wider team and colleagues.

Each apprentice must undergo an independent end-point assessment to determine the outcome of their apprenticeship. The assessments will evaluate the knowledge, skills and behaviours gained during their programme. The methods in which this apprenticeship is assessed are:

- Work-based project supported by an interview
- Practical observation with questions and answers
- Professional discussion supported with portfolio evidence

Facilitators	Apprenticeship by SCCU.UK
Audience	Suitable for Receptionist, Office Manager, Senior Receptionist
Commitment	15 months. Apprentices will be assigned a dedicated tutor. The tutor will visit monthly in the workplace, as well as being on hand to support throughout the duration of the apprenticeship programme. The frequency of these sessions may be more, depending on the needs of the apprentice
Date	On demand courses
Cost	Free to CAT schools through Apprenticeship Levy
Venue	In own venue