CUSTOMER SERVICE SPECIALIST LEVEL 3 (ST0071)

By completing this apprenticeship, learners will explore a wide range of topics focused on championing excellent customer service and serving as a key point of contact for complex or technical customer requests, complaints, and inquiries. They will also develop skills in gathering and analysing customer data to drive service improvements and organisational change.

Apprenticeship Overview

Duration: Typically 12 months + Assessment

The Assessment
Customer Service Specialist has three assessment methods:

Practical observations (60 minutes)
Work-based project and interview (60 minutes)
A professional discussion underpinned by a portfolio of evidence (total 60 minutes)



Masterclasses will consist of:

- Personal Development Project
- Business Knowledge and Understanding
- Customer Journey Knowledge
- Customer needs and customer insight
- Customer Service Culture and Environment Awareness
- Business-focused Service Delivery
- Positive Customer Experience
- Customer Service performance
- Service improvement
- Ownership and Responsibility
- Teamworking and Equality
- Presentation

The apprenticeship programme will include:

- Completion of Masterclasses - learning new knowledge, skills and behaviours to drive performance and efficiency
- Monthly 1:1 sessions with your Personal Tutor
- Application of new knowledge to develop skills
- Work-based project
- Personal Development: development of your personal and professional goals

Our delivery approach allows all learning sessions to be scheduled in advance, ensuring a smooth programme experience, effective organisation, and flexibility to accommodate protected operational or seasonal periods.

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