Customer Service Specialist – Level 3

LEARNING JOURNEY – 15 Months

LEARNING CURVE GROUP

Month 1 – Developing Self

This unit focuses on:

- Building and maintaining positive relationships, influence and change
- being a positive role model
- the importance of continuous professional development

Month 2 – Business Knowledge

This unit focuses on:

- Coaching
- Continuous improvement
- Service provision impact
- Business targets
- Service-related decisions
- Leadership styles

Month 3 – Customer Journey

This unit focuses on:

- The customer journey
- Customer issues and complex situations
- Business processes
- Commercial factors.

Month 4 - Customer Insight

This unit focuses on:

- Internal and external customers
- Customer insight
- Loyalty, retention and satisfaction
- Customer types
- Customer expectations
- Report writing skills

Month 5 – Service Culture and The Environment

This unit focuses on:

- Regulatory considerations
- Business environment and culture
- Organisation structure
- Industry best practice

Month 6 – Positive Customer Experience

This unit focuses on:

- Influence and change
- Managing challenging and complicated situations

Month 7 – Project Management

This unit focuses on:

- Scope and Plan a Project
- Monitor and Report on a Project
- Resource Planning and Project Management Tools
- Leading a Project

Months 8 to 15

- EPA Support & guidance.
- You will review your portfolio of evidence.
- You will progress through the gateway to complete
- your End-Point Assessment (EPA.