Customer Service Specialist – Level 3 Learner Journey - August 2025



Month 01

This month focuses on:

- Introductions
- Continuous Professional Development
- Building and Maintaining Positive Relationships

Month 03

This month focuses on:

- Possible Customer lourneys
- Customer Issues and Complex Situations
- Business Processes and Commercial Factors

Month 05

This month focuses on:

Developing Skills and behaviours.

Month 07

This month focuses on:

- Business Environment and Culture
- Organisation Structure
- Industry Best Practice
- Customer Service Culture & Environment Awareness

Months 09

This month focuses on:

- Challenging and Complicated Situations
- · Dealing with a Challenging Situation

Month II

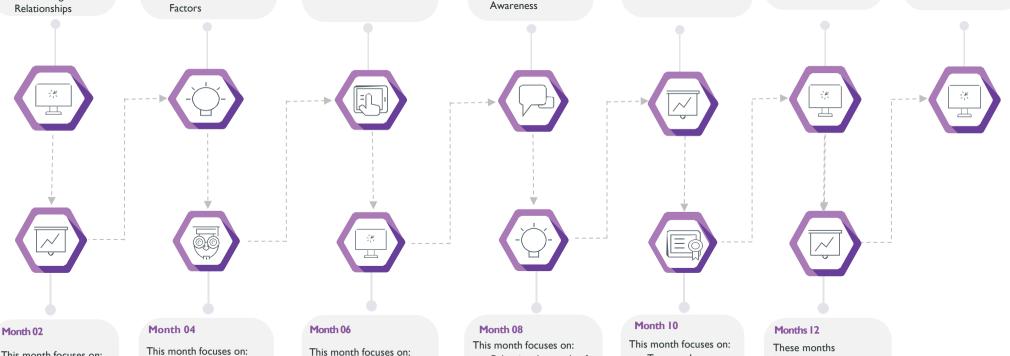
This month focuses on:

- · Equality and Diversity
- Developing Skills and behaviours

Month 13

This month focuses on:

- Portfolio preparation
- EPA preparation



This month focuses on:

- Continuous Improvement
- Service Provision
- Coaching and Leadership Skills

This month focuses on:

- · Internal and External **Customer Types**
- Customer Insight
- Loyalty, Retention and Satisfaction
- Customer Needs and Insight

- Customer Insight
- Developing Skills and behaviours
- Balancing the needs of the customer and the organisation
- Providing a Positive Customer Experience
- Teamwork
- Developing Skills and **Behaviours**

focus on:

- · Scoping, Planning and Monitoring a **Project**
- Planning & Leading a Project
- Project management