Customer Service Specialist – Level 3

Learner Journey - August 2025



Month I

This month focuses on:

 Continuous professional development and its importance.

Month 3

This month focuses on:

- Business knowledge and understanding
- Continuous improvement
- Service provision
- · Coaching and leadership skills

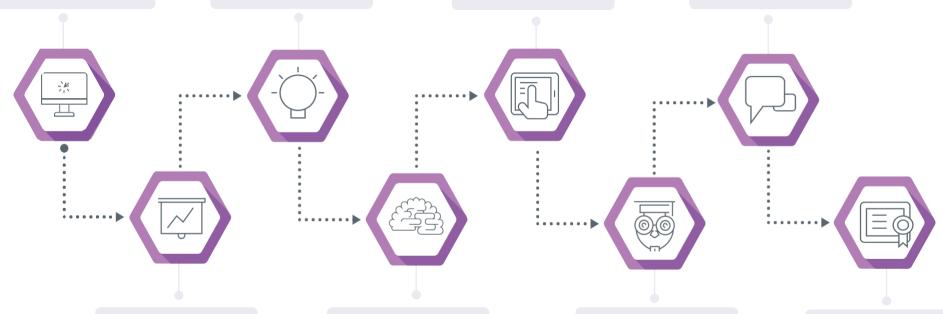
Month 5

This month focuses on:

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

Month 7

This month focuses on:
Customer insight project
Developing skills and behaviours



Month 2

This month focuses on:

- Developing self
- Building & maintaining positive relationships
- · Being a positive role model.

Month 4

This month focuses on:

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

Month 6

This month focuses on:

· Developing skills and behaviours

Month 8

This month focuses on:

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