



LEVEL 3

LEADER IN CUSTOMER SERVICE

www.learningcurvegroup.co.uk





About the course

The Leader in Customer Service programme is designed for individuals who provide professional, expert support to customers across a range of sectors and organisations. Learners will develop the skills and confidence to handle complex enquiries, complaints, and escalated issues, while building a strong understanding of their organisation's products and services.

Throughout the programme, learners will gain experience in analysing customer feedback and data to identify opportunities for service improvement. They will also develop their knowledge of IT systems and digital technologies that support customer interactions across environments such as contact centres, retail settings, and online platforms.

By the end of the programme, participants will be equipped to deliver high-quality customer service, share expertise with colleagues, and contribute to continuous improvement initiatives. This role plays an important part in enhancing customer satisfaction and strengthening relationships between customers and the organisation.



Full tutor support



14 months duration



Blended delivery approach

Benefits

- ILM Accredited Qualification within Leadership & Management
- ILM Membership status upon completion
- Use customer feedback to drive improvements
- Develop digital and IT system knowledge
- Boost career progression opportunities



Eligibility

Those with an annual wage bill of less than £3m do not pay the Apprenticeship Levy. Instead, 95% of each apprenticeship is funded by the government whilst a 5% investment is required by the employer to enhance the skills of their employee.

- Employers are also eligible for a £1000 incentive payment if the apprentice is aged 16–18.
- Employers with less than 50 employees and where the apprentice is aged 16–18, the government will fund 100% of the apprentice and are eligible for a £1000 incentive payment.
- Employers with those aged 19+ the government will continue to fund 95% of the apprenticeship programme whilst a 5% investment is required by the employer.

How your employees will learn

Support is available to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

The learners End-Point Assessment will be facilitated through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

The learner journey

1. 14 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development.

From 1 August 2025, apprentices must complete at least 187 hours of off-the-job (OTJ) training over a minimum of 8 months, with some standards requiring more for those without prior learning. Learn more about [OTJ training hours](#).

2. Gateway – After the 14 months of teaching and learning, you, your training provider and the learner will review the learner's journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on-demand knowledge test, a professional discussion, practical observation and a business project.



✓ Verified

It was a great course...

It was a great course and I felt the information was easy to understand, well displayed and my tutor/assessor was full of information and encouraging feedback.

Date of experience: June 2026



✓ Verified

A great opportunity to complete a free course...

A great opportunity to complete a free course during my maternity leave. Very supportive tutor and telephone operators.

Date of experience: June 2026



✓ Verified

The tutor was always quick to respond...

The tutor was always quick to respond to any questions I had always helpful. I never felt under pressure and it was great to study at a steady pace. I enjoyed this so much that I am ready to enrol on another course!!

Date of experience: June 2026



✓ Verified

Amazing online course...

Fantastic support throughout the course. Learnt so much and well worth doing. Will make my job a lot easier and understand as much as I can what people with Dementia go through on a daily basis.

Date of experience: June 2026



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TRANSFORMING
LIVES THROUGH
LEARNING.