Customer Service Specialist – Level 3
Learner Journey – 2026

LEARNING CURVE GROUP

Month 01

This month focuses on:

- Introductions
- Building and Maintaining Positive Relationships

Month 02

This month focuses on:

- Continuous Improvement
- Service Provision
- Coaching and Leadership Skills

Month 03

This month focuses on:

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

Month 04

This month focuses on:

- Internal and External Customer Types
- Customer Insight
- Loyalty, Retention and Satisfaction

Month 05

This month focuses on:

- Developing Skills and behaviours

Month 06

This month focuses on:

- Customer Insight
- Developing Skills and behaviours

Month 07

This month focuses on:

- Business Environment and Culture
- Organisation Structure
- Industry Best Practice

Month 08

This month focuses on:

- Balancing the needs of the customer and the organisation
- Providing a Positive Customer Experience

Months 09

This month focuses on:

- Challenging and Complicated Situations
- Dealing with a Challenging Situation

Month 10

This month focuses on:

- Teamwork
- Developing Skills and Behaviours

Month 11

This month focuses on:

- Equality and Diversity
- Developing Skills and behaviours

Months 12

These months focus on:

- Scoping, Planning and Monitoring a Project
- Planning & Leading a Project

Month 13 & 14

This month focuses on:

- Mock portfolio discussion
- Portfolio preparation
- EPA preparation