

# CUSTOMER SERVICE SPECIALIST

This training programme has been designed for those working in the business professions sector. Individuals will be an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. They are often an escalation point for complicated or ongoing customer problems. As an expert in the organisation's products and services, they will share knowledge with the wider team and colleagues.

## Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

## The programme in brief

- Level 3
- Duration - 14 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Learners aged 16–18 must achieve maths and English at Level 1 or 2, depending on the standard, unless exempt
- Adults can complete Functional Skills alongside their apprenticeship, as individually agreed on a case-by-case basis
- End-Point Assessment



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## 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 teaching and learning, you, your training provider and the learner will review the learners 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 business project.

## 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.

Take a look at our full [Apprenticeship Offer](#)

## What your employees will learn

### Knowledge:

Understanding what continuous improvement means in a service environment and how your recommendations for change impact your organisation: business knowledge and understanding; customer journey knowledge; knowing customers and their needs; customer insight; customer service culture and environment awareness.

### Skills:

Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice; resolve complex issues by being able to choose from and successfully apply a wide range of approaches; find solutions that meet your organisations needs as well as the customer requirements.

### Behaviours:

Proactively keep your service, industry and best practice knowledge and skills up-to-date; personally commit to and take ownership for actions to resolve customer issues to the satisfaction of the customer and your organisation; team working; equality; presentation.

For more information visit: [Skills England](#)