

Customer Service Specialist

Level 3 - 12 Month Apprenticeship Programme

EDUCATION
WISE



OVERVIEW

The Level 3 Customer Service Specialist apprenticeship develops the skills and behaviours needed to deliver high quality service in any customer-facing role. It ensures learners can build lasting customer relationships and solve problems effectively, while giving employers team members who enhance reputation and strengthen client loyalty.

The programme covers every aspect of advanced customer service including communication, problem-solving, service improvement and understanding customer needs. Learning blends workplace practice with structured training, making it ideal for staff who are the first point of contact with customers and clients.

Key Features

- Builds advanced communication and listening skills
- Develops problem-solving and decision-making ability
- Introduces project management techniques to support business growth
- Strengthens confidence in handling challenging situations

Module	Months	Topic
1	1-2	Learning Launch
2	2-4	Understanding and Improving the Customer Journey
3	4-6	Using Customer Insight to Provide a Positive Customer Experience
4	6-8	Working with Customers to Meet Their Needs
5	8-10	Understanding Customer Service Culture
6	10-11	Understanding Customer Service Performance and Improvement
7	12	Progression and Preparation



ABOUT THE APPRENTICESHIP

What you will learn

- Understanding organisational vision, strategy, and applying them to service delivery.
- Analysing customer journeys, identifying challenges, and escalating issues.
- Knowing customer needs, behaviours, and expectations to tailor service.
- Using feedback and insight to improve service and satisfaction.
- Applying commercial awareness and policies to deliver effective solutions.
- Using digital tools and systems to support service delivery.
- Planning service activity, prioritising tasks, and managing interactions.
- Engaging customers through questioning, listening, negotiation, and communication.
- Resolving issues, presenting solutions, and recommending improvements.
- Collaborating with colleagues, sharing knowledge, and maintaining relationships.
- Developing self, showing proactivity, ethics, adaptability, and brand advocacy.

Additional qualifications included

- Level 2 Maths and English if you do not already hold them.

How you will learn

A mixture of bi-weekly online sessions and face-to-face visits where required. You will have a dedicated tutor who is there to guide you through your training programme. As well as your tutor, you will have access to learning and support materials online to support you with your allocated off-the-job training each week.

Learner Journey

Once learners have completed their training and reached Gateway they move on to the End-Point Assessment which takes place over a three-month period. This includes a panel interview, a presentation with questions and answers and a practical observation. Learners who successfully complete the programme will achieve the Level 3 Customer Service Specialist apprenticeship standard, a nationally recognised qualification.

End-Point-Assessment (EPA) – 3 Months Period

- Presentation with questions
- Practical observation
- Professional Discussion

Off-The-Job Training

Off-the-job is where you will need to log evidence of learning activities that fall outside of your normal working environment but is still classed as learning towards your apprenticeship. The number of hours you need to log throughout your apprenticeship will be discussed at enrolment.



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Ofsted
Outstanding
Provider

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HOW LEARNERS ARE SUPPORTED

ONLINE PORTFOLIO

Learn on-the-go with your phone, tablet or laptop, anytime, anywhere and personalise your learning into bite-sized chunks.

FACE TO FACE MASTER-CLASSES

Join a dynamic group of learners for in-person sessions where you'll have the opportunity to interact with peers and experts, immersing yourself in a guided masterclass experience.

VIRTUAL WORKSHOPS

Engage in live group sessions with expert tutors, interactive discussions and peer collaboration for an exciting and enriching learning experience.

SKILLS COACHING

Personalised guidance from industry specialists to achieve professional excellence

ASSESSMENTS

Assessments test your understanding and retention of learning, helping you enhance your recall and application of knowledge for a deeper grasp of concepts.

LEARNING FORUMS

Learn from and help your peers, discuss the learning, gain extra support, networking and hear different points of view.



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www.educationwisegroup.co.uk