



Linked to our Professional Specialisms Pathway providing career advancement and progression opportunities.



CUSTOMER SERVICE SPECIALIST

Designed for individuals looking to advance their customer service expertise, this apprenticeship equips learners with the skills and knowledge to handle complex customer interactions, resolve issues efficiently, and support business objectives.

For Individuals

Ideal for employees in roles such as Customer Service Specialist, Team Leader, Customer Advisor, or those seeking to progress into more advanced customer-facing roles.

Key Benefits

- Develop advanced skills in communication, problem-solving, and customer relationship management
- Gain confidence in managing complex or challenging customer interactions professionally
- Learn to deliver consistent, high-quality service that supports organisational goals and enhances customer loyalty

For Employers

For organisations seeking to strengthen customer service capability, develop professional teams, and improve overall customer experience.

Key Benefits

- Increase workforce capability with confident, skilled customer service specialists
- Enhance customer satisfaction, loyalty, and business reputation through effective service
- Develop employees who can lead service improvements, handle escalations, and represent your brand effectively



Level 3



13+ months

Approximate on-programme training (does not include EPA period)



£0 to £175

Maximum cost for non-levy employers and micro-businesses



£3,500

Maximum cost/funding for levy employers

Knowledge

- Business knowledge and understanding
- Customer Journey knowledge
- Knowing your customers and their needs/ Customer Insight
- Customer service culture and environment awareness

Skills

- Self Awareness
- Teambuilding and leadership
- Professionalism and presentation
- Communication & interpersonal skills, remaining calm under pressure
- Your organisation
- Customer needs and priorities
- Conflict and complaints
- Change and Improvement
- Business processes, finance and regulation
- Report writing and research

Behaviours

- Developing self
- Ownership/ Responsibility
- Team working
- Equality
- Presentation

Modules are delivered holistically through-out the programme.

