

Level 3 Customer Service Specialist



Discover the Customer Service Specialist Apprenticeship, with full support provided to meet all requirements.



17 Months



End Point Assessment
Organisation:



A Customer Service Specialist is a key professional providing high-quality, direct support across all sectors and organisation types. Acting as a referral point, they handle complex or technical customer queries, complaints, and requests with expertise.

This apprenticeship offers in-depth training in gathering and analysing customer data and insights, enabling meaningful improvements and innovation in service delivery.

THE APPRENTICESHIP COVERS:

- Business knowledge and understanding
- Customer journey knowledge
- Business focused service delivery
- Environmental awareness
- Customer insights
- Service improvement
- Ownership and responsibility

EPA / APPRENTICESHIP ASSESSMENT:

1. Practical observation with Q&A
2. Work based project with interview
3. Professional discussion supported by a portfolio of evidence



Apprentices will also work towards Functional Skills Level 2 in Maths and English, if not already exempt.

This course is suitable for aspiring:

- Customer Service Specialist
- Customer Service Manager
- Customer Service Team Leader
- Customer Service Executive

Apprentices will develop key skills and behaviours to support their progression towards leadership roles.

Contact:  info@ctskills.co.uk