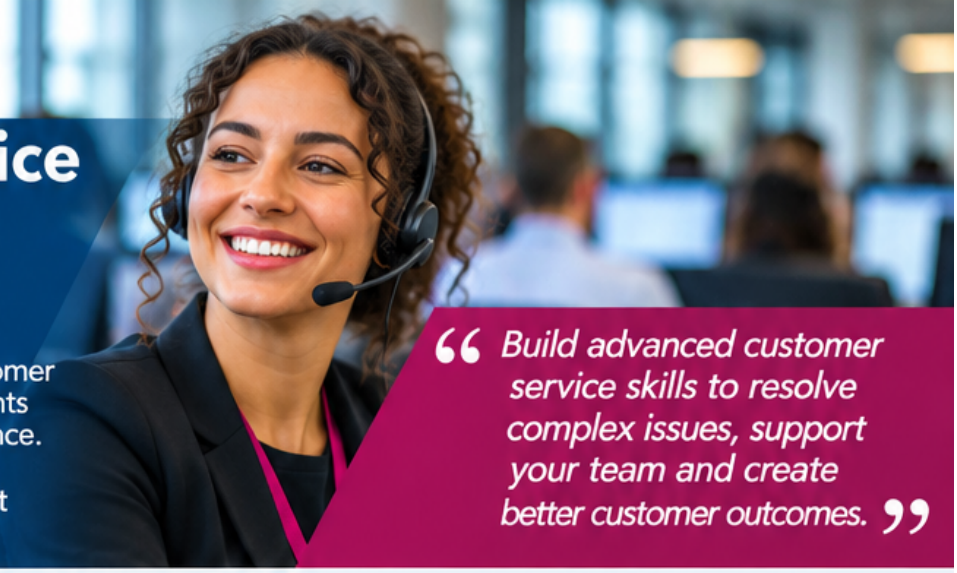
TSP learn

Customer Service Specialist Level 3

Develop the knowledge, skills and behaviours to handle complex customer enquiries, drive service improvements and deliver an outstanding experience.

Level 3 Customer Service Specialist Apprenticeship



"Build advanced customer service skills to resolve complex issues, support your team and create better customer outcomes."

LEVEL	DURATION	DELIVERY	LEVY COST
3	15 months training + assessment	Blended	£4,000

PROGRAMME OVERVIEW

This apprenticeship develops the knowledge, skills and behaviours to deliver expert customer service, act as an escalation point for complex enquiries and help to drive service improvements across your organisation.

Customer Service Specialists are highly skilled in your organisation's products and services, provide guidance to colleagues, analyse customer insight and use this information to influence positive change and enhance the overall customer experience.

WHO IS THIS FOR?

Ideal for:

- Individuals who are passionate about delivering excellent customer service
- Those who handle more complex or technical enquiries and customer issues
- Anyone who wants to build expertise, lead by example and contribute to service improvements

WHAT'S IN IT FOR YOU?

- Gain a recognised Level 3 qualification
- Build advanced customer service and communication skills
- Learn how to resolve complex issues and manage escalations
- Use customer insight to improve service delivery
- Develop your confidence, leadership and problem-solving skills

QUALIFICATION ACHIEVED

Level 3 Customer Service Specialist Apprenticeship

A nationally recognised qualification that demonstrates your ability to deliver expert, customer-focused service and drive continuous improvement.

DELIVERY

6 engaging workshops
Six half day, face-to-face or virtual sessions, combining theory with practical activities tied to your workplace.

Blended learning
Self-paced online content and workplace tasks between sessions, designed to fit around a full working week.

Dedicated personal tutor
1:1 coaching, regular progress reviews and apprenticeship assessment support from day one through to completion.

WORKSHOPS

01 **Leadership Responsibilities, Legislation & Regulation**
Understand your organisation, the marketplace, business principles and policies, and key legislation, regulation and CSR to provide compliant and effective customer service.

02 **Project Management Essentials**
Develop core project management skills, including the project lifecycle, planning, risk management, implementation and reporting, using IT resources effectively.

03 **Relationships, Stakeholders & Communication**
Build strong working relationships, manage stakeholder expectations and use effective communication to improve customer outcomes.

04 **Problem Solving & Quality Improvement**
Apply structured problem-solving techniques, including root cause analysis and the Plan, Do, Check, Act model, to resolve complex issues and drive service improvements.

05 **Personal Management Skills**
Improve your personal effectiveness through time management, prioritisation, CPD and the GROW coaching model to support your development and performance.

06 **Finance & Reporting**
Build financial awareness for customer service, including budgeting, reporting, procurement, contracts and service level agreements (SLA's), to support informed decision-making.

BUSINESS BENEFITS

- Improved customer satisfaction
- More effective issue resolution
- Greater service consistency
- Data-driven service improvements
- A more confident and skilled team
- Reduced customer complaints
- Enhanced brand reputation
- A stronger, customer-focused culture

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