

Customer Service Specialist

Level 3 Apprenticeship

Overview

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues.

Delegates will be equipped to

-  Act as the escalation point for complicated, technical, or ongoing customer issues that go beyond frontline resolution
-  Critically evaluate the end-to-end customer experience, identifying challenges, emotional highs and lows, and opportunities to improve
-  Proactively gather, analyse, and interpret customer feedback and data to inform service improvements and strategic decisions
-  Resolve difficult or sensitive complaints using advanced questioning, listening, and negotiation to reach mutually beneficial outcomes
-  Identify areas for improvement, make evidence-based recommendations, and implement changes in line with legislation and best practice
-  Share expertise, experience, and best practice with colleagues to support team development and consistency of service
-  Analyse different customer types, anticipate their needs, and adapt your approach based on emotions, culture, and expectations
-  Understand the organisation's customer service strategy and make recommendations to influence its future direction
-  Work with colleagues across departments to ensure the business can deliver the required customer experience end to end
-  Keep up to date with relevant legislation, regulations, and industry best practice and apply these to service delivery
-  Maintain positive customer relationships even when expectations cannot be met, and manage referrals and escalations effectively



Apprenticeship Level 3

Duration 12 months + End Point Assessment

Max Funding - £4000

In person/remote delivery models are available
1:1 coaching sessions & group sessions
Triparte reviews throughout programme

Tack TMI Bespoke Apprenticeships are a solutions focused training provider governed by sector specialists. Our programmes are inspired by you and crafted by us.

Learning Journey



Additional Information

Programme Overview

This career-oriented pathway develops knowledge, skills and behaviours over an 12-month period.

- Know your organisation, customers, and regulatory environment deeply, including what drives loyalty and satisfaction
- Resolve complex and escalated issues using advanced communication, negotiation, and problem-solving skills
- Gather and analyse customer feedback to recommend and drive meaningful service improvements
- Take ownership of outcomes, support colleagues, and continuously develop your own knowledge and skills

Onboarding Session

- Understand the programme's structure.
- Identify your starting point and create a plan.
- Seek advice and support.
- Begin your path to apprenticeship.

Support Throughout

Embark on your journey to EPA completion with the dedicated support of a professional Trainer, committed to developing your skills and knowledge. Experience structured growth with formal reviews in week 5, month 3 and 6 alongside your Trainer and line manager, ensuring you stay on track and succeed.

Functional Skills

If you are 16 to 19 and lack a Level 2 English and Maths qualification, you must complete the Level 2 Functional Skills for your apprenticeship.

If you are 19+, then this is optional

Development Sessions

Your apprenticeship includes 8 specific training sessions and 3 EPA prep sessions, building practical knowledge, skills, and behaviours.

Reviews occur in week 5, month 3, 6 and a Gateway review in month 8 with your trainer and line manager.

Gateway & EPA

You, along with your trainer or skills coach and your line manager, will come together to confirm that you are prepared for the End-Point Assessment (EPA).

- Observation of practice in the workplace
- Professional discussion supported by a portfolio of evidence