



CUSTOMER SERVICE SPECIALIST

LEVEL THREE

Develop a Professional Knowledge Of
Your Business and Support Its Customers.

Become the go-to expert for customers and colleagues alike. This programme deepens your product knowledge and problem-solving skills, enabling you to handle complex queries with confidence and deliver exceptional service across any industry or channel.



HOW LONG IS IT?

The minimum duration is 8 months, our recommended duration for this programme is 15 months



HOW MUCH DOES IT COST?

The cost of your apprenticeship is fully covered, with funding arranged through your employer. The value of this apprenticeship is £4,000



PRINCESS ROYAL
TRAINING AWARD
2024



Apprenticeship Provider
of the Year
Winner 2026



What to expect...

On the Customer Service Specialist apprenticeship, you'll build a deeper understanding of how to deliver exceptional service and influence positive customer experiences. Develop strong business knowledge, learning how your organisation operates and how to align your service with its goals. The programme focuses on gaining customer insight - understanding their needs, behaviours, and expectations - so you can shape and evaluate the customer journey effectively. You will also explore how to foster a positive customer service culture and adapt to different environments, ensuring every interaction reflects your organisation's values and standards.

You'll be supported every step of the way by your own Connect2AdultCare Vocational Trainer, with regular face-to-face and online sessions. We're also specialists in English and maths - we'll assess your needs and give you tailored support if you need a boost.

The apprenticeship modules:

1	Introduction to Customer Service Specialist
2	Business Knowledge and Understanding
3	Influencing the Customer Journey
4	Evaluating the Customer Journey
5	Knowing your Customers and Their Needs/ Customer Insight
6	Customer Service Culture and Environment Awareness



Sustainability & equality, diversity & inclusion are built into everything we teach.

**Every
apprentice
also gets...**

Access to L1
Mental Health
First Aid Awareness
Course.



Find out more...
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Connect
2 Adult Care