



# CUSTOMER SERVICE SPECIALIST APPRENTICESHIPS

 DEVELOP YOUR TEAM, GROW YOUR BUSINESS 

## BENEFITS FOR EMPLOYERS



**FILL KEY ROLES**  
Recruit new talent or upskill existing staff.



**COST-EFFECTIVE**  
Use your Apprenticeship Levy or receive government funding.



**INCREASE PRODUCTIVITY**  
Gain dedicated, skilled team members focused on support.



**BOOST RETENTION**  
Offer clear career paths and development opportunities.



**BUILD FUTURE LEADERS**  
Develop transferable skills from entry-level up.

## PROGRAMME HIGHLIGHTS & SKILLS

- **DURATION:** Typically 18 months.
- **LEVEL:** 3 (Specialist).
- **FLEXIBLE LEARNING:** Mix of on-the-job training and workshops.
- **KEY MODULES:**
  -  The Customer Journey
  -  Advanced Communication & Conflict Resolution
  -  Customer Insights & Data Analysis
  -  Business and Customer Service Strategy
  -  Quality Improvement & Escalation
  -  Product and Service Knowledge in a Digital Environment






## ELIGIBILITY & NEXT STEPS

Suitable for new recruits (16+) and existing employees.



## READY TO START?

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