# Customer Service Specialist - Level 3

LEARNING JOURNEY - 15 Months



#### Month I

This month focuses on:
Building and maintaining
positive relationships,
being a positive role
model and the
importance of continuous
professional development.

### Month 3

This month focuses on:
The customer journey,
customer issues and
complex situations, business
processes and commercial
factors.

#### Month 5 and Month 6

This month focuses on: Customer insight including preparing a project around the subject.

#### Month 8

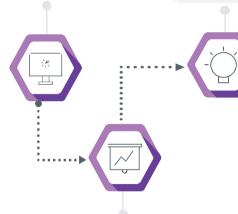
This month focuses on:
Balancing the needs of the customer and the organisation and providing a positive customer experience, on which you will prepare a reflective account.

# Month 10

This month focuses on: Teamwork, you will prepare for a professional discussion around this topic.

#### Month 12

This month focuses on: Project management including scoping and planning a project and monitoring and reporting on a project.



# Month 4

Month 2

This month focuses on:

Coaching and leadership styles, continuous improvement, service provision impact, business targets and service-related decisions.

Month 4

This month focuses on:

Customer types including internal and external customers. Customer insight, loyalty, retention and satisfaction and customer expectations.

#### 1

This month focuses on: Regulatory considerations and the business environment and culture.

Month 7

## Month 9

This month focuses on:
Dealing with challenging and
complicated situations on which
you will prepare a reflective
account.

# Month II

This month focuses on: Equality & Diversity. You will prepare a reflective account around this subject..

#### Month 13 to Month 15

During these months you will fucus on preparation for Gateway and End Point assessment.