

LEARNER JOURNEY - CUSTOMER SERVICE SPECIALIST (LEVEL 3)

Sign Up Call

- Complete sign-up via Bud
- Intro to your training plan

Learning & Support

- 15-month duration with a 3-month EPA period
- Fully remote teaching via Microsoft Teams
- Complete independent learning, online tasks, and workplace activities
- 1:1 tutor support
- Complete functional skills (if required)

Course Content Focus

- Understand the customer journey and service culture
- Deliver business-focused, positive customer experiences
- Know your customers and use insights to improve service
- Focus on self-development and continuous improvement
- Develop core customer service skills

End Point Assessment (EPA) Preparation

- Mock EPA assessments
- Support to build confidence in presentation skills for the final EPA

End Point Assessment & Certification

- Face-to-face EPA with Highfield
- Get results and certificate

Progress Reviews

- 10-week reviews with tutor, apprentice, and manager
- Set goals and check progress

First Workshop

- Course overview
- BUD e-portfolio introduction
- Introduction to Skills On-Demand: e-learning platform

Pre-Sign Up Call

- Introduction to apprenticeship, training plan, EPA, and apprentice and manager responsibilities
- Check if the course is suitable for you