

Delivery plan map

Your individualised learning plan,
delivered by BPIF Training
Customer Service Specialist Level 3

	MONTHS 1-3	MONTHS 4-6	MONTHS 7-9	MONTHS 10-12	MONTHS 13-15	MONTHS 16-18	MONTHS 19-20
UNIT(S) ASSIGNMENT	1 Business focused delivery	2 Business Knowledge & Understanding	3 Customer journey knowledge	4 Customer service culture and environment awareness	5 Customer service performance	6 Develop self	7 Projects
KNOWLEDGE SKILLS & BEHAVIOUR CRITERIA	OB5, OB6a, OB6b, WB8	PD1a, PD1b, PD2, WB1a1, WB1a2, WB1b, WB2a1, WB2a2, WB2b, WB3a, WB3b	PD3a, PD3b, PD4, WB4a1, WB4a2, WB5	OB4, PD7a, PD7b, WB6a1, WB6a2, WB6b, WB7a1, WB7a2, WB7b	OB12a, OB12b, OB13	PD9a, PD9b, PD10a, PD10b	S7.1, B1.1, S7.2, B1.2
OFF THE JOB ACITIVITIES	Series of workshops with resources, research, preparing for observation	Series of workshops with resources and activities, research, preparing work-based project proposal	Series of workshops with resources, research, gathering evidence including witness statements, preparing portfolio, preparing for interview, preparing work-based project proposal	Series of workshops with resources, research, preparing for observation, gathering evidence including witness statements, preparing portfolio, preparing for interview, preparing work-based project proposal	Series of workshops with resources, research, preparing for observation	Series of workshops with resources, research, gathering evidence including witness statements, preparing portfolio, preparing for interview	Series of workshops with resources, research, gathering evidence, preparing for the professional discussion and the presentation.
PLANNED OFF THE JOB HOURS	24	66	36	54	18	24	54 Total 522
OBSERVATION	Yes	No	No	Yes	Yes	No	Yes
WORK-BASED PROJECT INTERVIEW	Yes	Yes	Yes	Yes	No	No	Yes
PROFESSIONAL DISCUSSION	No	Yes	Yes	Yes	No	Yes	No