

Advanced Apprenticeship in Customer Service – Level 3

Good customer service is key to the success of any business or organisation. It's one of those valuable skills that is crucial to business success.

Who is the qualification for?

The Advanced Apprenticeship can be applied to hundreds of job roles across many different sectors, from government to telecommunications. However, most customer service apprentices work in retail, financial services, call centres, hospitality, or sport and recreation.

You will need to have:

- A good standard of education, ideally with GCSEs in English and maths at Grade C or above
- Good verbal and written communication skills, be presentable and enjoy working as part of a team
- A keen interest in a range of customer service skills

What sort of job could I have?

As a customer service apprentice, you'll probably work at the front end of an employer's business activities and regularly assist customers. Duties will vary between sectors, but in most cases you'll be making sure that customers are dealt with in a positive, reliable and pleasant way – whether that's by offering advice, answering questions or handling complaints. Due to the diversity there are many job roles that apply to Customer Service Apprentices. For example: Customer Support Officer, Team Leader; Customer Service Supervisory and Customer Service Co-ordinator.

How will I be trained and what will I learn?

You will be trained at one of our training centres, covering all aspects of Customer Service. The training will reinforce the practical training you will receive from your employer.

Progression

You may progress onto: Higher Level Apprenticeship programme in Business or Leadership & Management; Further or Higher Education qualifications; Foundation Degrees or other undergraduate programmes; A range of Customer Service and other Professional Qualifications, including a Level 4 Diploma in Customer Service Management.

Summary of framework :

- **NVQ Level 3 Diploma in Customer Service (QCF)**
- **Technical Certificate: Certificate in Principles of Business & Administration Level 3 (QCF)**
- **Functional/Key Skills in English & maths**
- **Employee Rights and Responsibilities (ERR)**
(ERR - incorporated with Technical Certificate)
- **Personal Learning and Thinking Skills:**
 - Independent enquiry
 - Team working
 - Creative thinking
 - Self management
 - Reflective learning
 - Effective participation

For further information please call 01278 426828
Visit our website: www.learnsomerset.co.uk

