



Closing the gap between **performance and potential**



CUSTOMER SERVICE LEVEL 3

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WHO IS THE PROGRAMME FOR?

The Apprenticeship in Customer Service is aimed at candidates who will be delivering and managing customer service and will be accountable in their area of practice. Candidates could be working without direct supervision or as part of a team as a more senior member within a commercial customer service environment.

HOW LONG IS THE PROGRAMME?

The programme is delivered over a period of 13 months.

HOW DOES IT WORK?

The programme is delivered entirely in the workplace on a one to one basis by your own dedicated assessor who meets with you face to face every month to provide individualised support. This includes teaching, training, assessment and regular reviews of your progress with you and your manager. The aim of the programme is for you to apply the new skills that you learn to improve the performance of you and your team in your workplace.

WHAT QUALIFICATIONS WILL I ACHIEVE AT THE END?

On successful completion of the programme, you will have achieved a Level 3 Diploma in Customer Service. This includes the following:

course units	Mandatory	A selection of some of the optional units available from a wider range include:
	<ul style="list-style-type: none">• Deliver customer service• Understand customers• Principles of customer service• Understand employer organisations• Manage personal performance and development• Employee rights and responsibilities	Optional <ul style="list-style-type: none">• Communicate verbally with customers• Exceed customer expectations• Carry out customer service handovers• Resolve customer service problems• Support customer service improvements• Health and safety procedures in the workplace• Buddy a colleague to develop their skills



ESSENTIAL SKILLS

You will also need to pass:

- Essential Application of Number Skills Level 2
- Essential Communication Skills Level 2

