



Advanced Apprenticeship in Customer Service

INTRODUCTION

This practical course provides you with an overview of the best practice skills required to manage your customers' expectations. You will have the opportunity to discuss customer handling skills, developing your confidence in the workplace and by the end of this course you will be able to:

- Understand what your customers expect of you and your organisation
- Understand your personal impact on customers
- Manage customer expectations
- Deliver a first class customer experience within a stressful environment
- Recognise how a change in your behaviour can increase customer loyalty

Be inspired to think about the customer services you provide and learn how to apply best practice techniques to develop and support long-lasting customer service relationships.

WHAT WILL I DO?

This course is made up of seven units, two mandatory and four optional. To achieve the qualification, the candidate must complete all mandatory units and at least one unit from each of the following optional themes.

Mandatory: Customer Service Foundations

- Understand customer service to improve service delivery
- Know the rules to follow when developing customer service.

Optional Themes

Theme 1: Impression and Image (9 Units)

Theme 2: Delivery (3 Units)

Theme 3: Handling Problems (2 Units)

Theme 4: Development and Improvement (3 Units)

Candidates are also required to complete the Technical Certificate and the Level 2 in Functional Skills in Application of Number (AON), Communication and IT.

HOW LONG WILL IT TAKE

This course runs on a worked-based assessment for approximately 21 months for those aged 16 to 18 years and 16 months for those aged 19 years +. This is a roll on/off course so therefore learners will be able to start the course at any time throughout the year.

ENTRY QUALIFICATIONS

Entry to the course will be considered in relation to the candidate's previous knowledge and experience. Also



GCSE"s at grade D or above in English and Maths or equivalent qualifications are required, as well as a good reference and good communication skills.

Customer Service Apprentices have to be employed for a minimum of 30 hours a week (including Day Release) at a workplace which has to be approved for health and safety purposes by the apprenticeship team. Employers have to be willing to sign up to the training agreement and have to be prepared for the Training Advisor to visit the workplace every 8-12 weeks for training reviews and regular health and safety checks.

As well as studying for their level 2 we expect all apprentices to complete a Functional Skills portfolio to Level 2 in Maths and English.

WHERE COULD IT LEAD

There are many different career opportunities to progress to with a Customer Service qualification. Successful completion of this course could enhance employment opportunities within business, retail, reception, etc. Customer service is crucial to business success within most industries.

FEES

Employers may have to pay a contribution for those over the age of 19. For more information please enquire within the Apprenticeship Team.

For all Apprenticeships the Learner is required to be paid at least the Apprenticeship minimum wage (Currently £2.50 per hour).

ADDITIONAL INFORMATION

Apprentices are provided with a Training Advisor to help and support throughout the course and the work place and to ensure the students progression.

HOW TO APPLY

You can apply for this course by applying [online](#), by filling out an application form from the College prospectus or by contacting the Information Officer on 01205 313218 for further information. The Information on this Course Information Sheet is correct at time of print, but can be subject to change at anytime.

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ARE YOU OUR NEXT APPRENTICE? - EARN WHILE YOU LEARN