

Advanced Apprenticeships in...

Customer Service

Apprenticeships in Customer Service are work-based qualifications designed for young people who want to offer improved levels of service to their customers. Level 2 encourages development of individual skills in problem solving, developing good customer service and supporting new improvements in customer service. Level 3 encourages the development and implementation of new initiatives and team leadership.

Advanced Apprenticeship (AA)

The Advanced Apprenticeship is for you if you have previous experience within a customer service role and you have a certain level of responsibility.

During your training you will have the opportunity to learn, develop and practice the skills required to make an effective contribution to a customer service environment.

The Apprenticeship is made up of the following:

NVQ Customer Service Level 3

The NVQ is extremely flexible in structure. The mandatory units cover all of the skills that are essential to your customer service role. The optional unit is chosen by you and your supervisor to reflect the areas that you deal with, within the requirements of your job role.

A minimum of eight NVQ units must be completed – two mandatory units plus six optional units.

Mandatory units include:

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

Key Skills

You will need to achieve Key Skills in order to function effectively as a member of your team and organisation.

The Key Skills you need to achieve are:

- Level 2 Application of Number
- Level 2 Communication

Technical Certificate

Option 1 - Level 3 – 3 Assignments and a short answer test paper

Option 2 - Level 3 – ED1 | Multiple choice test

Employment Responsibilities and Rights Induction Checklist

How will I be assessed?

Your allocated tutor will deliver your training one-to-one in your workplace and will visit you either on a weekly basis to deliver half day sessions or fortnightly for full day sessions. You will build a portfolio of evidence to show your competence against the NVQ requirements.

How can I enrol onto an Advanced Apprenticeship in Customer Service?

If you are currently employed speak to your supervisor and then contact us on 01773 747377, so that we can arrange an appointment to come out and visit you and your supervisor at work.

However, if you're not currently employed then ring us and ask to speak to us to obtain an application form and to arrange an interview (at a location convenient to you). Once you have discussed your training and career requirements with us, we will put you forward for any interviews, which match your criteria.



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Apprenticeships (A)

The Apprenticeship is for you if you are relatively new to your customer service role.

During your training you will have the opportunity to learn, develop and practice the skills required to make an effective contribution to a customer service environment.

The Apprenticeship is made up of the following:

NVQ Customer Service Level 2

The NVQ is extremely flexible in structure. The mandatory units cover all of the skills that are essential to your customer service role. The optional unit is chosen by you and your supervisor to reflect the areas that you deal with, within the requirements of your job role.

A minimum of seven NVQ units must be completed – two mandatory units plus five optional unit.

Mandatory units include:

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Key Skills

You will need to achieve Key Skills in order to function effectively as a member of your team and organisation.

The Key Skills you need to achieve are:

- Level 1 Communication
- Level 1 Application of Number

Technical Certificate

- Option 1 - Level 2 – 3 Assignments and an short answer test paper
- Option 2 - Level 2 – EDI 1 Multiple choice test

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