

## Apprenticeships in Customer Service

Customer Service can be applied to hundreds of job roles across many different sectors, from government to retail, financial services and hospitality. Good Customer Service is essential to the success of any business or organisation and it is one thing expected across every job and every industry, whatever your role.

### Intermediate

### Advanced

#### Qualification

##### *Mandatory units:*

The units below have to be completed successfully. In addition to these businesses can decide along with their Tutor/Assessor which additional units to complete to meet the needs of their business.

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| <ul style="list-style-type: none"> <li>• Deliver customer service</li> <li>• Manage personal performance and development</li> <li>• Principles of customer service</li> <li>• Understand customers</li> <li>• Understand employer performance and development</li> </ul> | <ul style="list-style-type: none"> <li>• Manage personal and professional development</li> <li>• Organise and deliver customer service</li> <li>• Resolve customers' problems</li> <li>• Principles of business</li> <li>• Understand customers and customer retention</li> <li>• Understand the customer service environment</li> </ul> |
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And one of the following:

- Communicate verbally with customers
- Communicate with customers in writing

##### *Transferrable Skills*

English and Maths to level 1 or equivalent completed in the last 5 years

English, Maths to level 2 or equivalent completed in the last 5 years

##### *Employee Rights & Responsibilities (ERR)*

All apprentices need to show that they have a good understanding of employee rights and responsibilities.

## Personal Learning and Thinking Skills (PLTS)

This consists of important skills that are needed in the work environment and include:

- Creative Thinking
- Independent Enquiry
- Reflective Learning
- Team Working
- Self Management
- Effective Participation

The qualifications are achieved through teaching, learning on the job, e-learning, workshops and assessment.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

## Length of Programme

Minimum of 12 months and 403 minimum Guided Learning Hours (GLH).

Minimum recommended duration of programme is 12 months and 471 minimum Guided Learning Hours.

## Careers and Progression

More and more employers are looking for qualified customer services professionals. The Intermediate Apprenticeship is suitable for Customer Services Assistant/adviser/Representative/Executive/Agent where they can work in sectors such as Retail, Financial Services, Contact Centre, Hospitality, Sport and Recreation, Health and Social Care, Telecommunications and Travel and Tourism, Local Government, Motor Vehicle, Power & Energy, Housing and Manufacturing. Progression on to an Advanced Apprenticeship.

Suitable for Customer Relationship Manager, Customer Support Officer, Customer Service Team Leader, Customer Service Supervisory and Customer Service Co-ordinator where they can work in Retail, Financial Services, Contact Centre, Hospitality, Sport and Recreation, Health and Social Care, Telecommunications and Travel and Tourism, Local Government, Motor Vehicle, Power & Energy, Housing and Manufacturing.

Progression on to the Higher Apprenticeship, relevant Level 4 diploma or foundation degree.

## Entry Requirements

There are no mandatory entry requirements, but a keen interest in business and administration, a "can do" attitude and have basic numeracy and literacy skills.

There are no entry requirements. However, some prior experience in a customer service role would be welcome.