

Advanced Apprenticeship in Customer Service Level 3

This programme 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. It is suitable for candidates who:

- Can influence what happens at work
- Use the organisation's rules and systems flexibly to deliver good service
- Question the way things are done and suggest improvements
- Have good communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer
- Are aware of the commercial or other pressures facing the organisation/business

On completion of this apprenticeship you will achieve the following:

- Apprenticeship in Customer Service
- Level 3 Diploma in Customer Service
- Essential Application of Number Skills Level 2 and Essential Communication Skills Level 2

Combined Competence and Knowledge Level 3 Diploma in Customer Service

To achieve a Level 3 Diploma in Customer Service, you will need to complete a minimum of 55 credits through mandatory units and a selection of optional units in line with your job role.

course units

Mandatory units

Understand the customer service environment
Understand customers and customer retention
Principles of business
Manage personal and professional development
Resolve customers' problems
Organise and deliver customer service

Optional Units

Communicate verbally with customers
Promote additional products and / or services to customers
Develop customer relationships
Support customer service improvements
Resolve customers' complaints
Buddy a colleague to develop their skills
Employee rights and responsibilities

There are other units available to select from.

Essential Skills

There are two skills areas that you will develop through a variety of controlled tasks and confirmatory tests. The controlled task must be completed within 8 weeks of its start date:

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

Course Delivery

An Assessor will visit the candidate at their workplace at least once a month for a minimum of 1 hour. In between visits learners will be expected to complete work to ensure progress is made.

Recommended Time on Framework

The recommended time to complete the Apprenticeship framework is 14 months.