

Intermediate Apprenticeship in Customer Service



Programme Details

The Customer Service Apprenticeship is ideal for those looking to develop their communication, presentation and problem solving abilities to mention just a few. Excellent customer service is integral to the success of any business. This apprenticeship will take up to 12 months to complete.

The training programme is designed for those already working in a customer focused environment, as well as those who wish to enter the sector with excellent skills and knowledge, after gaining experience in the workplace.

Qualification and Skills

You complete two core units:

- Communicate using customer service language
- Follow the rules to deliver customer service.
- Impression and image group
- Delivery group
- Handling problems group
- Development and improvement group.

Examples of units include:

- Maintain a positive and customer-friendly attitude (Impression and image group)
- Promote additional services or products to customers (Impression and image group)
- Deal with customers using bespoke software (Delivery group)
- Deliver customer service using service partnerships (Delivery group)
- Monitor and solve customer service problems (Handling problems group)
- Apply risk assessment to customer service (Handling problems group)
- Level 2 Functional Skills in Maths and English (depending of eligibility)
- Employability skills – this may be an optional unit included in your NVQ, an individual accredited qualification or a workbook.

What is an Apprenticeship?

An Apprenticeship is a package of training that is delivered while you are working. Apprenticeships allow you to gain qualifications which will enhance your skills and develop you professionally whilst you are earning and working in a relevant working environment. The apprenticeship training programme is a fantastic way of putting theory into practice, as you gain real experience in the workplace and if you are already employed in a relevant industry you will benefit from the knowledge gained to increasing career prospects.

Contact enquiries@creativesportandleisure.co.uk for clarification or any further guidance.

The training includes NVQ Diploma, Functional Skills in Maths and English. You may be exempt from Maths and English but this is dependent upon the GCSE (or equivalent) grade achieved (evidence of qualification will be required). You will be asked to complete an initial assessment in literacy and numeracy skills as part of your enrolment onto the programme.



Why should I choose to do an Apprenticeship?

Apprenticeships are available to anyone who is over the age of 16 and not in full time education. The government have recognised the importance of apprenticeship training and how it is a vital instrument in their objective of up skilling the countries workforce. The apprenticeship reform introduced in May 2017, will actively encourage employers to invest in apprenticeship training, through the Government Levy. All employers whether they are levy or non-levy paying are recognising the benefits of investing in apprenticeship training to both existing and new staff. Employers are required to commit to their staffs apprenticeship training by supporting them with at least 20% off the job training.

Progression Routes

Once the Customer Service Apprenticeship has been completed potential job roles could include:

- Customer Relationship Manager
- Customer Relations Officer
- Customer Support Officer
- Senior Customer Service Advisor

An opportunity to study an Advanced Apprenticeship at Level 3.