

CUSTOMER SERVICE

LEVEL 3 ADVANCED APPRENTICESHIP

Entry Requirements

Advanced Apprentices will have GCSE or Functional Skills Maths, English and ICT, experience of working in a customer service role and/or a Level 2 qualification in Customer Service.

Qualifications to be completed

- BTEC Level 3 Diploma in Customer Service
- Level 2 Functional Skills English
- Level 2 Functional Skills Maths
- Employment Rights and Responsibilities
- Personal Learning and Thinking Skills

Length of programme

12-18 months

Mandatory modules

- Organise and Deliver Customer Service
- Understand the Customer Service Environment
- Resolve Customers' Problems
- Principles of Business
- Understand Customers and Customer Retention
- Manage Personal and Professional Development

Example optional modules

There are over 40 optional modules and which you choose will depend on your job role. Examples are:

- Develop Resources to Support Consistency of Customer Service Delivery
- Resolve Customers' Complaints
- Monitor the Quality of Customer Service Interactions
- Manage Team Performance
- Negotiating, Handling Objections and Closing Sales

Day-to-day activities

Tasks may include improving customer satisfaction, team leading, improving customer loyalty, gathering and analysing customer feedback, processing compliments and complaints and maintaining reliable customer service.

Assessment

Apprentices will be required to produce evidence using e-portfolio software. A Skills Coach will visit once a month to observe apprentices. Some diploma units and functional skills include tests which need to be taken at a training centre. diploma units and functional skills include tests which need to be taken at a training centre.

Potential future job roles

- Customer Service Supervisor
- Customer Relationship Manager
- Customer Service Team leader
- Client Services Officer
- Events Coordinator

**To find out more call 0300 111 8030,
email skills@entrust-ed.co.uk or visit
www.entrustskills.co.uk**