



CUSTOMER SERVICE APPRENTICESHIP

Does this sound like you?

- A good communicator who is customer focussed
- Adaptable
- Polite and approachable
- Presentable and confident
- Interested in developing people skills
- A good listener

Career Ideas

- Customer Relationship Manager
- Customer Support Agent
- Customer Service Delivery Co-ordinator
- Customer Service Team Leader
- Customer Service Manager
- Customer Relations Officer

DID YOU KNOW

Good customer service is key to the success of any business or organisation. You could work in retail, financial services, call centres, hospitality or sport and recreation.

Where are they now?

We are proud to help hundreds of local students succeed in the business world through an Apprenticeship programme. Read their stories on pages 114-117.

Customer Service Apprenticeship

LEVEL 2

Duration 18 months
Entry Requirements
No formal qualifications required.

Study Area: Your chosen place of work and Leek College.

Course Outline: This Apprenticeship teaches you the skills to provide excellent customer service which is required in hundreds of job roles across many different sectors, from government to telecommunications. As a Customer Service Apprentice duties will vary between sectors but in most cases you'll be making sure that customers are dealt with in a positive, reliable and pleasant way – whether that's by offering advice, answering questions or handling complaints. To properly assist customers you'll need clear and up-to-date knowledge of your organisation's products and services. You'll also need to be able to communicate with different people on all levels.

Further Study: Customer Service Advanced Apprenticeship Level 3.

Customer Service Advanced Apprenticeship

LEVEL 3

Duration 12 – 24 months
Entry Requirements
No formal qualifications required. However, dependant on job role.

Study Area: Your chosen place of work and Leek College.

Course Outline: The Advanced Apprenticeship builds on the skills learned at Level 2.

Further Study: HNC in Business. See page 16 for details. You can also progress to university or other specific career related courses.



Links to look at

www.skillsbaseapprentice.co.uk

www.apprenticeships.org.uk

www.instituteofcustomerservice.com