

Advanced Apprenticeship in Customer Service

As a Customer Service apprentice, you will primarily deal with and assisting customers. 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. Specific tasks may include offering advice, answering questions or handling complaints.

For an advanced apprentice these skills may involve communicating with customers face-to-face, in writing or by telephone. Other skills may include building relationships with customers, resolving problems, promoting

products and/or services by using appropriate communication channels, keeping records, improving customer relations, gathering and analysing customer feedback and leading a team.

Job Roles

Customer Relationship Manager • Co-ordinator • Team Leader

<p>Qualifications</p>	<p>The Advanced Apprenticeship programme consists of two elements:</p> <ul style="list-style-type: none"> • Level 3 Diploma in Customer Service • Functional Skills <p>The Qualifications and Credit Framework (QCF) is the new framework for recognising accredited qualification in England, Wales and Northern Ireland. It is a flexible credit-based qualifications framework that enables qualifications to be tailored to meet individual requirements.</p> <p>On completion of the two elements above you will be accredited with an Advanced Apprenticeship Certificate.</p>
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Personal Qualities	<ul style="list-style-type: none">• Ability to work on their own between sessions to practice and complete homework and exam questions• To be able to work under exam conditions• Attention to detail and methodical approach
Further progression	<p>Your Advanced Apprenticeship Qualification may enable you to progress to the following qualifications and you may be able to gain credit for the work you have already done.</p> <ul style="list-style-type: none">• Advanced Apprenticeship: Administration/ Management• Work Based Foundation Degree• Professional Associate Membership of The Institute of Customer Services