

Apprenticeship in Customer Service

An Apprenticeship is a work-based training programme. As a customer service apprentice you will be treated as an employee of the company. You will also complete training.

This Apprenticeship can be applied to hundreds of job roles across many different sectors, from government to telecommunications. However, most customer service apprentices work in retail, financial services, call centres, hospitality, or sport and recreation.

As a customer service apprentice, you'll probably work at the front end of an employer's business activities and regularly assist 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 – whether that's by offering advice, answering questions or handling complaints.

Entry Requirements

- Must be in paid work in a customer service role for at least 16 hours a week.
- Previous qualifications/experience not necessary.

Funding Eligibility

You won't have to pay for any training if you:

- are aged between 16–18 years old and
- have lived in the UK for 3 years or more, come from an EU member country or are a British Citizen.

Duration

In most cases the Apprenticeship will take you 12 months, but we will work with you until you complete all the units.

Career Opportunities

- Customer Support Agent/Officer
- Customer Relations Officer
- Customer Service Operator

You could progress to a career as a:

- Customer Relationship Manager
- Customer Service Delivery Co-ordinator
- Customer Service Team Leader/Supervisor/Manager.

Further Study

Candidates can progress onto an Advanced Apprenticeship or an NVQ in Customer Service Level 3.

Customer service roles are an excellent starting point to move into management once you have more experience. You could then complete an NVQ in Management (Level 3 or 4) or go on to Higher Education and complete a Diploma or Degree.

Elements Covered

An Apprenticeship is made up of these 4 components:

Employment Rights & Responsibilities (ERR)

These exist to help apprentices and employers understand their employment rights and responsibilities and the safe learner concept, as well as their rights related to equal opportunities and health and safety.

The learner will meet all the ERR requirements through completion of the mandatory outcomes (included in the vocational framework for each sector) and an induction to the workplace.

Technical Certificate

This is an award given to you on answering essay type questions, in detail, about situations that might occur at work and how you would deal with them. These written assignments are marked by your tutor and are based on your experience at work.

Units to be completed

- Delivery of effective customer service.
- Supporting the customer service environment.

NVQ in Customer Service Level 2

This is a nationally recognised vocational qualification. You are assessed in two ways, through observation and written work. You will build up a portfolio of evidence with your assessor based on your day-to-day activities. You will also be observed in the workplace, by your assessor, actually carrying out activities. Your assessor will provide you with one-to-one support to enable you to complete the NVQ.

Units to be completed

These include:

- Prepare yourself to deliver good customer service.
- Provide customer service within the rules.

Key Skills

These are the English and maths skills you will need to enable you to carry out your roles and responsibilities to a high standard; they are English and maths skills in the context of your work environment. You will not have to complete this element if you got grades A–C in your English and Maths GCSEs.

More Information

Call the course enquiries team on **0115 9599 544**, email info@ctem.uk.com or visit www.CTEM.uk.com.

