

Advanced Apprenticeship in Customer Service

ENTRY LEVEL: 3

DURATION: APPROX. 12 - 24 MONTHS



building better lives



Introduction

This practical, work-based course develops your skills and provides qualifications relevant to your job.

This programme is ideal for...

anyone currently employed in a customer service role who would like to develop their performance through hands-on training.

Course outline

- Level 3 NVQ Diploma in Customer Service
- Level 3 Certificate in Customer Service
- Level 2 Functional Skills in Maths
- Level 2 Functional Skills in English
- Employment Rights and Responsibilities workbook

How will I learn?

You'll learn through your day to day work and on-the-job training. You will be assessed on your ability to carry out your responsibilities at work. You will receive flexible, one to one support which is planned to meet your individual needs.

What skills and knowledge will I develop?

- Effective communication
- Skills needed in your particular role at work
- Consumer legislation
- External legislation
- How good customer service can improve service delivery
- Improved literacy
- Improved numeracy
- Your employment rights and responsibilities

How will I be assessed?

1. Observation of your performance in the workplace supported by discussions and questioning.
2. Online assessments and exams (technical certificate and key skills and/or functional skills).
3. A portfolio of evidence which could be either paper-based or electronic.

Why choose this course?

This flexible course is tailored to your individual needs. It allows you to develop your competence, confidence and self-esteem. You will also improve your knowledge and understanding of your job role and build sound foundations for a successful career.

You will gain a relevant nationally recognised qualification.

Will I need any special equipment?

No. However if you choose to create an electronic portfolio you will need access to a computer and the internet.

How do I apply?

For further information about courses please contact Judi on 01484 434800

or visit www.cmsvoc.co.uk or email courses@cmsvoc.co.uk