



CITY AND ISLINGTON
COLLEGE

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Westminster
Kingsway College

The College of
Haringey, Enfield
and North East London



Capital
City
College
Training

Customer Service - Level 3 Advanced Apprenticeship

Customer service is a key part of any business and is one of the most valuable skills a working individual can acquire. Providing exceptional customer service will allow you to excel in the workplace, especially in customer-facing roles such as those of shop attendants, estate agents, and a sales and service team.

The Pearson Level 2 Diploma in Customer Service will teach you a range of practical skills that are transferable to almost any role. You will build these skills in a real-world customer service environment by actively taking part in some of the following duties:

- Communicating with customers both verbally and in writing
- Making and receiving phone calls with customers
- Developing relationships with customers and resolving customer service issues
- Gather, analysing, and interpret customer feedback
- Using social media to deliver customer service online.

WHAT WILL THE APPRENTICE STUDY?

On this Level 3 Apprenticeship you will learn and develop your skills in:

- Continuous improvement in a service environment
- Customer service culture
- Environment awareness
- Managing difficult situations
- Delivering positive solutions.

For more information on the apprenticeship please visit the [Institute of Apprenticeships](https://www.instituteofapprenticeships.com/).

ENTRY CRITERIA

There are no mandatory entry requirements for this Apprenticeship framework. However employers are looking to attract applicants who have a keen interest in business and/or a particular interest in Customer Service careers. They expect applicants to demonstrate a "can do" attitude and have at least basic numeracy and literacy skills on which the Apprenticeship will build.

Duration: 15-18 months

Location: Workplace and College

Sector: Business and administration



HOW IS THE APPRENTICE ASSESSED?

Apprenticeships are assessed by classroom study coursework and assessments along with on-the-job practicals.

OCCUPATIONAL PROFILE

Typical Job roles include:

- Customer Service Executives
- Customer Service Administrators
- Customer Service Assistants
- Senior Retail Job Roles
- Receptionist and Front of House
- Customer Contact Centres
- Sales and Marketing Roles
- Service Industry.

On completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management

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