



Customer Service Advanced Apprenticeship (NVQ Level 3)

Overview

Apprenticeships are high quality, work-based training programmes for young people who want to develop their careers while working for an employer. Apprentices must be aged 16 or over, be in employment working more than 16 hours per week, and not taking part in full-time education.

Employers who take on Apprentices value the practical nature of the training which is directly relevant to improving performance in their business. The approach encourages dedication to work and keenness to learn. Macclesfield College staff work with employers to support them and the Apprentices during the training period. Entry requirements are flexible because Apprenticeships are not just based on academic achievement.

Who is it for?

You should be in a working environment where you are supervising the work of others and have an influence in the changing of customer service strategies, systems and procedures. You should also have completed the NVQ Level 2 Customer Service and have a basic understanding of IT.

Outcome

Apprentices will develop a range of skills, gain confidence and improve their interpersonal skills, which will be of benefit to themselves and their employers. They will also achieve a recognised industry-based qualification.

Content

You will study a total of 8 units with group tutorials and individual industry visits to complete assignment/assessment work.

Mandatory Units:

- Understand customer service to improve service delivery
- Know the rules to follow when developing customer service

Optional Units:

- Make customer service personal
- Go the extra mile in customer service
- Organise the delivery of reliable customer service.
- Improve the customer relationship
- Work with others to improve customer service
- Monitor and solve customer service problems
- Develop your own and others customer service
- Lead a team to improve customer service

Assessment

Apprentices are assessed in the workplace by a college assessor, and will complete a portfolio of written reports and documentary evidence of skills and competences. The college tutor provides feedback to the Apprentice and helps to produce personal action plans.

Duration

The course may take up to two years, part-time, with one day a week being spent at college.

Awarding Body

Institute of Customer Services

Progression

After completing your Level 3 in Customer Service Apprenticeship you should have the knowledge and skills to change customer service procedures. You will be in a position to influence management change and lead the work of teams and individuals.