

Customer Service - Intermediate (Level 2)

b^d

business
development
@southport
college

This apprenticeship develops the knowledge, skills and behaviours required for customer service roles including communicating effectively with customers, resolving problems and improving customer relations. You will learn about promoting products and services, keeping records, gathering customer feedback, working in a team and developing complementary technical skills according to your job role.

Why study this course?

- Do you want to progress in customer service?
- Is there a requirement for you to help your organisation work more effectively in providing high quality customer service?
- Do you currently have a role that would allow you to develop the skills and knowledge within this qualification?
- Do you currently work in a customer services role but are not yet qualified?

Who is the course aimed at?

Due to the varied nature of the customer service industry there are many job roles that apply to customer service intermediate apprentices. These will include job roles which are dedicated to customer service such as:

- Customer Service Trainee
- Customer Service Assistant
- Customer Service Advisor
- Customer Service Representative
- Customer Service Agent

What you will study

The L2 Diploma in Customer Service covers a range of skills in:

- Delivering customer service
- Understanding customers
- Principles of customer service
- Understanding organisations
- Managing personal performance and development

Knowledge and Skills you will develop

- Learning and understanding the key concepts of customer service and how to apply customer service knowledge and skills in the workplace
- Communicating with customers, building relationships with customers and resolving problems
- Promoting products and/or services,
- Using appropriate communication channels
- Keeping records

→ Gathering customer feedback

→ Teamwork skills

Behaviours you will develop

Working in customer service requires good communication skills, teamwork skills, interpersonal skills and the ability to improve own learning and performance

Entry requirements

You will need to complete initial assessments in maths and English and take part in an interview with a member of our Assessment Team.

You will need to be working in an environment that will provide you with the opportunities to learn and develop customer service skills.

How long will it last?

12 - 18 months

How will it be delivered?

- The Diploma will be delivered in your workplace on a one-to-one basis with your assessor. This will be assessed through the completion of a portfolio of evidence and online tests.
- Maths and English development will be delivered on a flexible basis to suit the Apprentice and employer.
- Employee rights and responsibilities will be delivered as part of the Diploma.
- You and your employer must demonstrate a commitment to off the job training to support completion of this apprenticeship

Qualifications gained

- Level 2 Diploma in Customer Service
- Level 1 Functional Skill in Mathematics (if required)
- Level 1 Functional Skill in English (if required)
- Working towards Level 2 English and Mathematics

Progression to further study

Successful apprentices, with support and opportunities in the workplace, can progress onto:

- Advanced Apprenticeship in Customer Service
- Advanced Apprenticeships - particularly where customer service is an important part of the job such as Business and Administration, Retail, Hospitality and Travel and Tourism
- Further education to undertake customer service, business related or other qualifications

With additional training, Intermediate Apprentices may be able to progress in their careers to roles including customer relationship manager, customer service executive officer, customer service delivery co-ordinator, customer service team leader, customer service supervisors and managers, senior customer service advisers or a wide range of other customer service related roles.

Further details

Further details on this framework can be found at:
www.afo.sscalliance.org

Who to contact

For more information about apprenticeships, funding and training, please contact our Business Development Team on 01704 392817 or email on employer@southport.ac.uk

Apprenticeships at Southport College