

Customer Service - Advanced (Level 3)

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This apprenticeship develops the knowledge, skills and behaviours required for customer service roles including Customer Relationship Managers, Support Officers, Team Leaders and Co-ordinators. You will learn and develop skills to improve customer satisfaction, lead a team, improve loyalty, gather feedback and maintain a reliable customer service.

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 advanced apprentices. These will include job roles which are dedicated to customer service such as:

- *Customer Relationship Manager*
- *Customer Support Officer*
- *Customer Services Team Leader*
- *Customer Service Supervisory*
- *Customer Service Co-ordinator*

What you will study

The L3 Diploma in Customer Service covers a range of skills in:

- *Organising and delivering customer service*
- *Understanding the customer service environment*
- *Understanding customers and customer retention*
- *Principles of business*
- *Managing personal and professional development*
- *Resolving customer problems*

Knowledge and Skills you will develop

- *Improving customer satisfaction*
- *Team leading*
- *Improving customer loyalty*
- *Gathering and analysing customer feedback*
- *Processing complaints*
- *Maintaining reliable customer service*

Behaviours you will develop

Working in customer service requires good communication skills, teamwork skills, team leadership, 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 in a supervisory capacity.*

How long will it last?

12 - 24 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 3 Diploma in Customer Service*
- *Level 2 Functional Skill in Mathematics (if required)*
- *Level 2 Functional Skill in English (if required)*

Progression to further study

Advanced apprentices, with support and opportunities in the workplace, can progress on to:

- *A Higher Level Apprenticeship programme in Contact Centre Management, Business and Professional Administration or Leadership and Management*
- *Further or higher education to undertake customer service, business related or other qualifications, including Foundation Degrees in, for example, Contact Centres, Retail Management, Business Management or Hospitality*
- *A range of Customer Service, Contact Centres, Sales, Business related and other undergraduate programmes*
- *With additional training, Advanced Apprentices may be able to progress in their careers to roles including senior customer service supervisor, customer service manager and a range of other senior 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