CUSTOMER SERVICE LEVEL 3

Factsheet

These qualification is ideal if you are working in a customer service role and have some responsibility for developing the quality of the customer's service delivery. However, this does not mean you have to have direct line management responsibility for people.

Entry Requirements

There are no mandatory entry requirements for this framework. However, it is likely that advanced apprentices will have some prior experience in a customer service role, although this is not a formal requirement.

Description

An apprenticeship is a framework of qualifications which may include:

- Level 3 diploma in customer service
- Functional skills in maths and English at level 2

Guided learning hours

289-375 hours (diploma). Examples of this are on-the-job work experience, 1-2-1 learning and group teaching.

Duration

12 months

Mandatory units

- Organise and deliver customer service
- Understand the customer service environment
- Understand customers and customer retention
- Principles of business
- Manage personal and professional development
- Resolve customer's problems

Examples of optional units

- Promote additional products and/or services to customers
- Develop customer relationships
- Monitor the quality of customers services interactions
- Champion customer service
- Obtaining and analysing sales related information

Methods of recording study

Your qualification will be completed via paper based portfolio with interactive learning.

Diploma

The apprenticeship includes both knowledge and competence units. Learners must complete a minimum of 65 credits which consists of mandatory and optional units.

Follow on courses

- Level 3 advanced apprenticeship or level 4 higher level apprenticeship in management.

Further information

If you would like advice on other work-based learning programmes, methods of delivery and eligibility for funding please contact one of our team on:

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