



advanced apprenticeship

including:

- Level 2 Key Skills in Communication
- Level 1 Key Skills in Application of Number
- Employers Rights & Responsibilities (ERRs)
- Level 3 Technical Certificate in Customer Service



customer service

This qualification is directed at senior and experienced individuals working in a customer service environment within any sector. The course will cover the practical skills for dealing with people both internally and externally and learning to develop customer service processes within a company.

mandatory units

- unit 301 Understand customer service to improve service delivery
- unit 302 Know the rules to follow when developing customer service

optional units - impression & image (choose at least 1)

- unit 205 Make customer service personal
- unit 206 Go the extra mile in customer service
- unit 207 Deal with customers in writing or using ICT
- unit 303 Use customer service as a competitive tool
- unit 304 Organise the promotion of services or products to customers

optional units - delivery (choose at least 1)

- unit 211 Deliver customer service on your customers' premises
- unit 212 Recognise diversity when delivering customer service
- unit 305 Deliver customer service using service partnerships
- unit 306 Organise the delivery of reliable customer service
- unit 307 Improve the customer relationship

optional units - handling problems (choose at least 1)

- unit 308 Monitor and solve customer service problems
- unit 309 Apply risk assessment to customer service
- unit 310 Process customer service complaints

optional units - development & improvement (choose at least 1)

- unit 311 Work with others to improve customer service
- unit 312 Promote continuous improvement in customer service
- unit 313 Develop your own and others' customer service skills
- unit 314 Lead a team to improve customer service
- unit 315 Gather, analyse and interpret customer feedback

choose a total of 6 optional units

