

CUSTOMER SERVICE (ADVANCED LEVEL)

Course Type: Advanced level (Level 3)

Course Outline: The Customer Service framework comprises:
City and Guilds Level 3 Diploma in Customer Service
Employee Rights and Responsibilities
Functional Skills Level 2 in English (or GCSE grade C or above)
Functional Skills Level 2 in Mathematics (or GCSE grade C or above)

Who is this apprenticeship suitable for?

Generally learners will have completed the Intermediate Level Apprenticeship, however, it is possible for suitable learners to enrol onto an Advanced Level Programme

Due to the varied nature of the customer service industry there are many job roles that apply to customer service advanced level apprentices. These will include job roles which are dedicated to customer service such as Customer Relationship Manager, Customer Service Co-ordinator, Customer Service Team Leader

Learners aged 16+

Apprentices learn on the job and attend Appleby Training and Heritage Centre one day each week to improve their skills and knowledge and acquire the formal qualifications which are required to complete the framework.

Course tutor: Sam Beattie.