



Customer Service

Qualification Overview:

A Customer Service Apprenticeship offers people aged 16 and above in employment, the chance to gain nationally recognised qualifications, improve knowledge and skills in their vocation and enhance their career prospects.

Benefits:

Apprenticeships seek to develop the knowledge and skills of the employee to the benefit of both the individual and the organisation. By improving the skills of the workforce, employers can expect to see improved service delivery/ productivity, increased motivation and a workforce that has a better understanding of the needs of the organisation. As well as imparting underpinning knowledge, these programmes provide an independent mechanism for assessing the skills of the employee against national standards.

They also take account of any in-house training learners may already have completed, therefore working to complement existing training and development initiatives. By choosing relevant optional units, the learner and/or employer is able to tailor the programme to meet not only the needs of the learner but also the needs of the organisation.

Assessment Method:

Tutors are responsible for delivering knowledge and understanding and undertaking the work based assessments required to facilitate successful delivery of the learning programme. Visits take place in the workplace on a regular basis (eg. monthly) utilising an e-portfolio system and e-Learning resources which are accessible on demand 24/7.



Qualification Structure and Progression Routes:

Level 2 Intermediate Apprenticeship in Customer Service

- Pearson BTEC Level 2 Diploma in Customer Service (QCF)
- Functional Skills (English and Maths)
- Employee Rights and Responsibilities (ERR)
- Personal Learning and Thinking Skills (PLTS)

Duration:
12 Months



Applicable Job Roles

Customer Service Trainee
Customer Service Assistant
Customer Service Representative
Customer Service Agent

Level 3 Advanced Apprenticeship in Customer Service

- Pearson BTEC Level 3 Diploma in Customer Service (QCF)
- Functional Skills (English and Maths)
- Employee Rights and Responsibilities (ERR)
- Personal Learning and Thinking Skills (PLTS)

Duration:
18 Months



Applicable Job Roles

Customer Relationship Manager
Customer Service Co-ordinator
Customer Service Team Leader

**Higher Apprenticeship
in Management**



To find out more, please contact Hawk Training
on 020 8891 0992 www.hawktraining.com