

Advanced Apprenticeship in Customer Service

This is an intermediate qualification for learners who are already working in a customer service environment. At the Advanced Apprenticeship level, dedicated customer service job roles will include Customer Relationship Manager, Customer Support Officer, Customer Service Team Leader, Customer Service Supervisor and Customer Service Co-ordinator. This scheme is funded by the Skills Funding Agency*.

The Customer Service Advanced Apprenticeship Framework consists of a City and Guilds Level 3 Diploma in Customer Service, Level 3 Technical Certificate in Principles of Business and Administration and Functional Skills in Maths and English.



All training is delivered in the work place, at convenient times tailored to your organisation's needs. Training is flexible but learners and employers are required to commit to a minimum of 3 hours every month.

To register your interest, or find out more, call freephone **0808 2000 129** or email your contact details to enquiries@cadcentruek.com

Advanced Apprenticeship in Customer Service Qualification Framework:

This framework meets the needs of staff who are employed in a customer service role. The framework provides learners with a cohesive suite of qualifications that will enable them to develop a solid understanding of how to work and communicate in any customer service environment. The framework will help learners to generate the required knowledge alongside practical skills to ensure reliable standards of competence and skills that are relevant and specific to the organisation. The framework includes three components (A) Diploma in Customer Service, (B) Technical Certificate in the Customer Service and (C) Functional Skills.

(A) Level 3 Diploma in Customer Service

This qualification gives the learner the opportunity to develop a broad skill set that will facilitate progression in the workplace and/or onto further learning. This qualification includes Mandatory and Optional units.

Mandatory Units

Unit 301 – Demonstrate understanding of customer service

Unit 302 – Demonstrate understanding of the rules that impact on improvements in customer service

Optional Units - a minimum of 30 credits must be gained from the following:

Unit 303 – Deal with customers in writing or electronically (6 Credits)

Unit 304 – Use customer service as a competitive tool (8 Credits)

Unit 305 – Organise the promotion of additional service or products to customers (7 Credits)

Unit 308 – Organise the delivery of reliable customer service (6 Credits)

Unit 309 – Improve the customer relationship (7 Credits)

Unit 310 – Monitor and solve customer service problems (6 Credits)

Unit 311 – Apply risk assessment to customer service (10 Credits)

Unit 313 – Work with others to improve customer service (8 Credits)

Unit 316 – Lead a team to improve customer service (7 Credits)

Unit 317 – Gather, analyse and interpret customer service feedback (10 Credits)

(Further units are available for assessment please speak to your assessor for further information)

(B) Technical Certificate in Customer Service

This certificate meets the needs of learners wishing to work or already working in a customer service role. This certificate allows the learner to develop the essential knowledge of how to carry out everyday as well as more complex customer service tasks. This technical certificate is completed with two mandatory units.

Mandatory Units

Unit 301 – Principles of customer service delivery

Unit 302 – Developing and improving the customer service delivery

(C) Functional Skills

These skills have an important role to play in helping learners increase their employability skills and complete their learning program effectively.