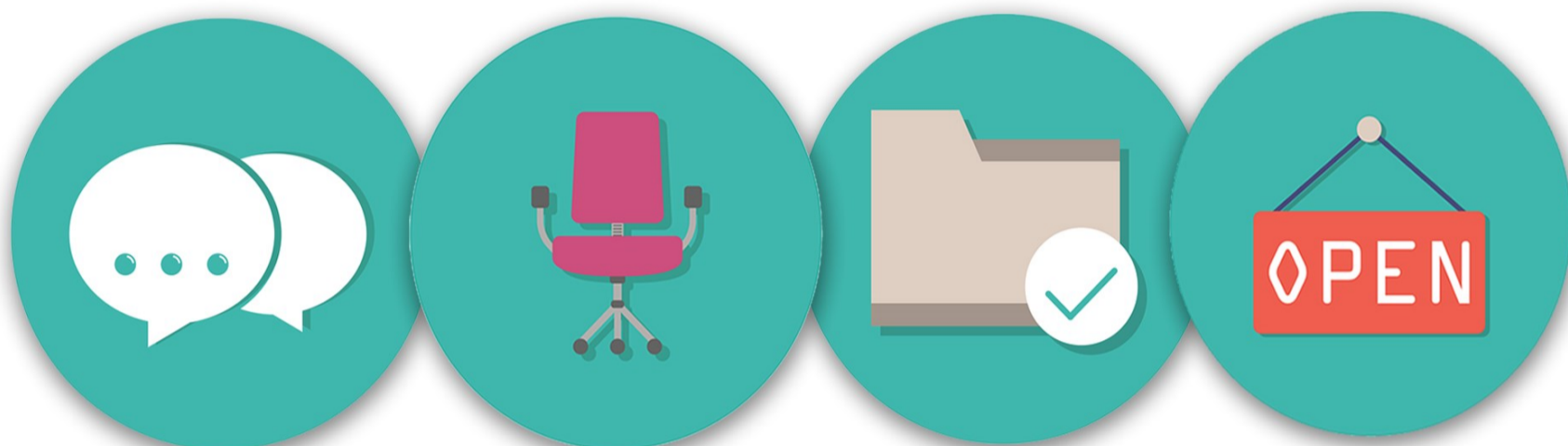


APPRENTICESHIP IN CUSTOMER SERVICE



This Customer Service qualification is aimed at candidates working in a dedicated customer service environment who want to improve the quality of the customer experience and gain customer loyalty.

The Customer Services Apprenticeship framework consists of a NOCN Level 3 Diploma in Customer Services, Essential Communication Skills and Essential Application of Number Skills.

Training is delivered in the workplace at convenient times and tailored to your organisation's needs. There may be elements of study required outside of scheduled visits. The CADcentre will provide workshops to support your training progress.

CONTACT US FOR MORE INFORMATION AT:

 **ENQUIRIES@CADCENTREUK.COM**

 **0808 2000 129**

APPRENTICESHIP IN CUSTOMER SERVICES

This Customer Services framework meets the needs of candidates who are employed in customer services roles such as Customer Relations Managers, Customer Support officers, Customer Service Team Leaders and Customer Service Supervisors. This qualification is flexible in its coverage of individual industries and meets the demand for higher levels of customer service skills understanding the key concepts of this sector. The framework consists of two components:

L3 DIPLOMA IN CUSTOMER SERVICES

To achieve the Level 3 in Customer Services, candidates must complete all units in the mandatory group and at least 26 credits from the optional group as follows: A minimum of 15 credits from optional Group A and a minimum of 9 credits from Optional Group B.

MANDATORY

- Organise and deliver customer service
- Understand the customer service environment
- Understanding of customers and customer retention
- Principles of business
- Manage personal and professional development

OPTIONAL UNITS GROUP A*

- Exceed customer expectations (3 credits)
- Deliver customer service whilst working on customers premises (4 credits)
- Support customer service improvements (3 credits)
- Gather, analyse and interpret customer feedback (5 credits)
- Develop resources to support consistency of customer service delivery (5 credits)
- Use service partnerships to deliver customer service (3 credits)
- Resolve customers' complaints (4 credits)
- Monitor the quality of customer service interactions (5 credits)

*Further units available for assessment

OPTIONAL UNITS GROUP B*

- Negotiate in a business environment (3 credits)
- Promote equality, diversity and inclusion in the workplace (3 credits)
- Manage team performance (4 credits)
- Manage individuals' performance (4 credits)
- Collaborate with other departments (3 credits)
- Manage incidents referred to a contact centre (6 credits)

*Further units available for assessment



ESSENTIAL SKILLS WALES

Essential skills are an important part of your qualification and aim to develop your literacy and numeracy. These skills are highly valued by employers.

Essential Communication Skills

Aims at developing and demonstrating skills in:

- Speaking and Listening
- Reading
- Writing

To achieve the Essential Communication Skills qualification, candidates are required to demonstrate their skills through both a controlled task and confirmatory test.

Essential Application of Number Skills

Aims at developing and demonstrating skills in:

- Understanding Numerical Data
- Carrying out Calculations
- Interpreting and Presenting Results and Findings

To achieve the Essential Application of Number Skills qualification, candidates are required to demonstrate their skills through both a controlled task and confirmatory test.