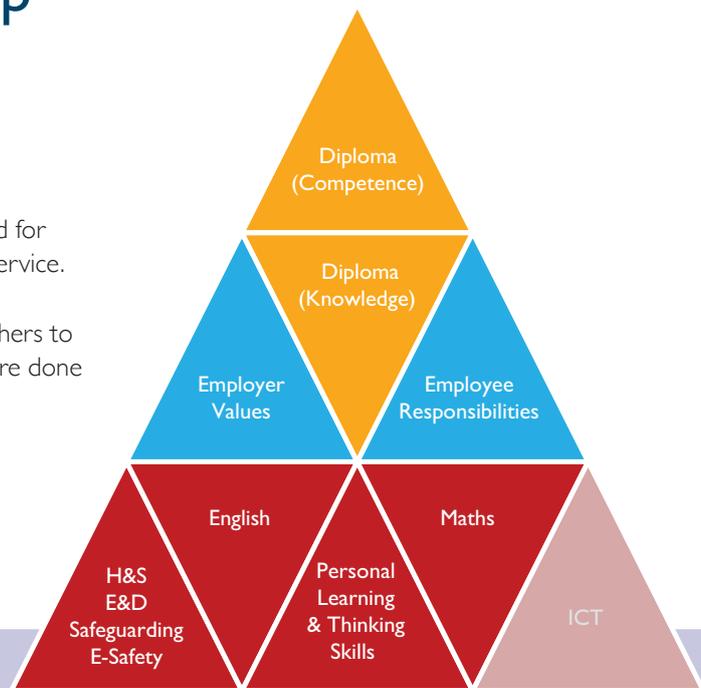




## Customer Service Advanced Apprenticeship Level 3

### Who is the course for?

The Customer Service Advanced Apprenticeship is designed for employees who will be delivering and managing customer service. You will look to enhance the business by offering a positive influence at work, delivering excellent service, motivating others to enhance their performance and influencing the way things are done to achieve continuous improvement.



### How is the course structured?

Your Apprenticeship is a collection of recognised and externally accredited individual qualifications that are delivered as part of a package that can also include other business specific training elements. We call this an Apprenticeship Framework.

A full Apprenticeship Framework is made up of the following elements:

#### Diploma

**Competency/Practical** – this element is the main learning aim of your Apprenticeship. It is a competency based qualification where you will be trained and assessed against a set of performance criteria that relate to your chosen subject/ occupational area.

**Technical Knowledge/Theory** – this element is the part of your programme where we train and assess your specific underpinning knowledge of your chosen subject/ occupational area. It is often delivered as part of the Diploma.

**Employer Requirements** – we place all learning in the context of your organisation's core values and expected behaviours. Sometimes there are additional course components that your employer will ask us to train you in.

**Employee Rights** – we ensure that you understand your role and responsibilities at work.

**Functional Skills** – we deliver English and Maths qualifications at level 1 or 2 and in some frameworks we include ICT.

**Health & Safety/Equality & Diversity/Safeguarding/ ESafety** – these elements are offered as part of your framework and you can gain an accredited outcome for completing them.

**Personal Learning & Thinking Skills** – we ensure that these skills are formally developed and evidenced during your Apprenticeship.

## What will my course contain?

Your course is made up of a number of mandatory and optional units which include but are not limited to:

- Organise and deliver customer service
- Develop resources to support consistency of customer service delivery
- Monitor quality of customer service interactions
- Support customer service improvements
- Build and maintain effective customer relations
- Resolve customer complaints

## How long is the course?

12-14 months

## How is the course delivered?

You will be assigned a personal tutor who will plan an individual learning programme with you.

This will be based around regular monthly tutorials in the workplace, workshops and if appropriate some online learning.



You will be given mentoring and support in your role both 'on and off' the job through your employer's assigned supervisor/mentor/manager. In addition, a daily or weekly portion of time should be identified, outside the training elements shown above, to complete work-based assignments/project work or to access online learning. The time that needs to be dedicated to this varies from learner to learner; it may equate to an hour within the working day. Your monthly activities will be detailed by your tutor and activities undertaken should be recorded within your Learning Journey document.

## What are the entry requirements for the course?

You should be aged 16 or over and be working or applying to work with a company that has agreed to offer this recognised Apprenticeship programme. There are no minimum academic or vocational qualifications required but a good general standard of education is beneficial and a level 2 in this subject area would be advantageous.

## What could I do after this course?

Depending on your circumstances you may wish to progress on to a Leadership & Management course.

## Cost

TSP can access full and partial funding support for this programme.

Please contact us to check your eligibility and to confirm the course price.

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