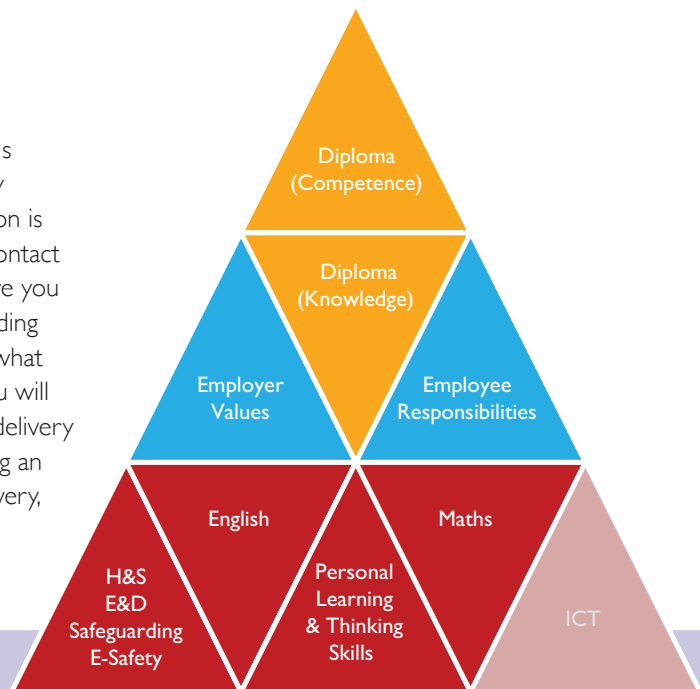




Customer Service Intermediate Apprenticeship Level 2

Who is the course for?

The aim of the intermediate level customer service course is to enable you to understand how customer service delivery and legislation affects customer expectations. This qualification is designed for those who have, or will have, frequent direct contact with customers as part of their job role. This course will give you the opportunity to develop your knowledge and understanding of customer service. You will have a clear understanding of what customer service means and know how to implement it. You will also develop your understanding of how customer service delivery contributes to an organisation's reputation whilst also gaining an appreciation of the rules which affect customer service delivery, such as legislation and internal organisational procedures.



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:

- Principles of customer service
- Dealing with customers
- Resolving customer service problems
- Principles of equality and diversity in the workplace
- Develop customer relationships
- Handling objections and closing sales
- Promote additional products or services

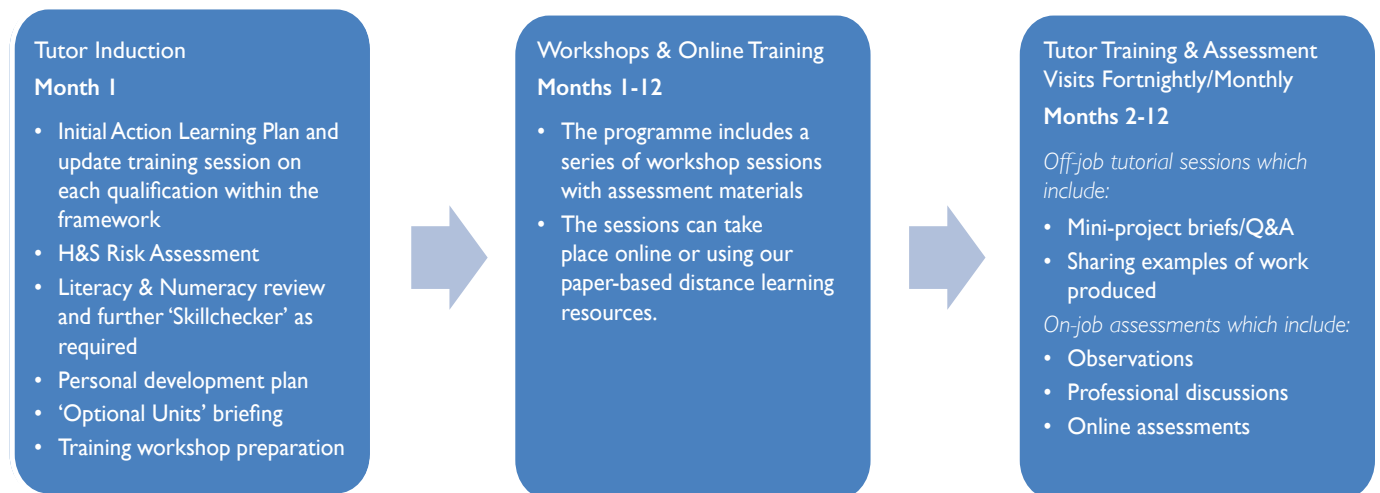
How long is the course?

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.

What could I do after this course?

Depending on your circumstances you may wish to progress on to an Advanced Customer Service course or consider 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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