



Customer Service - Level 3

This advanced Level 3 Apprenticeship in Customer Service is directed at senior and experienced individuals working in a customer service environment within any sector. The course will cover the practical skills for dealing with people both internally and externally and learning to develop customer service processes within a company.

Components

Level 3 Diploma in Customer Service - This is designed to build on the knowledge and skills learned in a related Level 1 qualification. These qualifications develop the workplace-related skills and knowledge a learner needs to progress in their chosen area of employment. A Diploma contains more credits than an award or a certificate and often has a longer duration. Diplomas often involve practical training and work experience.

Functional Skill English and Maths - This support develops learners practical skills and are designed to help learners gain the most out of work, education and everyday life. There's a strong focus on explanation and problem-solving, with a choice of paper assessment or on-screen, on-demand assessment.

To be eligible for Apprenticeship funding, learners must:

- Not currently be studying other state funded qualifications
- Have a contract of employment
- Have resided in the European Union for the last 3 years

Candidates with degree level qualifications that were previously ineligible for an Apprenticeship are now eligible under the new funding rules.

Employer benefits

Our experience and expertise can help employers make real improvements to their businesses, by:

- Reducing training and recruitment costs
- Increasing productivity
- Developing a skilled, motivated and qualified workforce
- Improving customer satisfaction
- Receiving financial return on investment

Learner benefits

An Apprenticeship offers learners a practical alternative to university and a fast route into a career of their choice; or gives existing employees a chance to develop and improve on their skills.

They can benefit from:

- Not paying tuition fees
- Gaining knowledge of how a chosen industry works and working on skill gaps
- Taking advantage of high quality training and support from an employer
- Gaining nationally recognised qualifications
- Learning at a pace suited to their individual needs, with the support of a mentor

What's covered?

- Develop resources that keep the level of customer support consistent and learn how to mentor and coach people
- Resolve customers and management problems; learn techniques that will help you handle all types of situations and are suitable for people in high intensity roles
- Manage the use of technology and social media to improve customer service; tips and ways to develop things further
- Learn cutting edge approaches to customer retention; retaining and growing our customers is key.
- Promote additional products and services to customers Manage team and individuals performance
- Increase understanding of customer experience and its value
- Winning behaviours to have when having challenging discussions internally and externally



Benefits to training with Tess?

- Incredible trainers with industry specific knowledge and an ability to inspire
- Amazing 90% overall success rate in our courses
- OneFile - award winning learning platform that brings training and assessment together
- BKSb - the UK's most popular online Functional Skills and GCSE Solution. A diagnostic and tailoring tool that increases the learner experience and chances of success
- Learning & Development Style Workshops

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