

# UKTD



## ADVANCED APPRENTICESHIP IN CUSTOMER SERVICE (LEVEL 3)

**City & Guilds**  
Approved Centre



## COURSE INFORMATION

Customer Service professionals are becoming increasingly important as consumers demand a more individualistic approach from businesses. Often acting as a company's main point of contact, Customer Service professionals need to be exceptional communicators.

In truth anyone who will be expected to communicate with customers as a part of their job role can benefit from our Customer Service qualifications. Whilst some mandatory units form the core of this qualification, there is a variety of optional units that can be picked to fit a range of different customer based roles.

### This qualification could be appropriate for jobs such as:

- Customer Relationship Manager
- Customer Service Co-ordinator
- Customer Service Team Leader

### Duration of the Course - 14 months

### Mandatory Units

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

### Optional Units

- Promote additional products and/or services to customers
- Build and maintain effective customer relations
- Manage individuals' performance
- Collaborate with other departments

### Other Apprenticeship Requirements

- Personal Learning & Thinking Skills (PLTS), ERR Workbook and Functional Skills L2 in English & Maths

### Course Structure

To achieve the **Advanced Apprenticeship in Customer Service Level 3**, learners must achieve **55** credits in total; **31** credits from the mandatory units and a total of **24** credits from the optional units. From the optional units, you will be able to select those that are most appropriate to your job role.

## Progression

Once you have successfully completed your Level 3 qualification, you may wish to progress to another qualification appropriate to your personal development i.e. Management. There are also privately funded qualifications you may wish to consider e.g. Award in Education and Training Level 3 or Training Assessment & Quality Assurance (TAQA) Level 3 and 4.

**Please see our brochure for the full range of qualifications.**

## How the course is delivered

Your induction and the course will be delivered at your place of work where you will be visited by an experienced assessor who will help you develop the evidence for your electronic portfolio.

## How to Apply

You can contact us in the following ways:



Please scan to send an email & we will get back to you to discuss your requirements

Go to our website: [www.uktd.co.uk](http://www.uktd.co.uk)

Alternatively you can:

Telephone: 01442 230 130

Email us at: [enquiries@uktd.co.uk](mailto:enquiries@uktd.co.uk)

Or find us on:



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@UKTDHemel

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