



Apprenticeships in
Customer Service
Intermediate // Advanced



As an apprentice you will develop skills to ensure that you can deliver excellent customer service. The skills developed can be applied to many job roles within many different sectors. At Intermediate level, you will focus on developing knowledge and skills required to deliver and improve customer service, whilst at Advanced level, you will demonstrate your ability to work using your own initiative, delegating work to colleagues if and when required.

What qualifications, experience or skills do I need?

At Intermediate level, you should have excellent communication and team working skills, whilst at Advanced level, you should be able to demonstrate that you have unrivalled communication skills. At Advanced level, you should have experience working within a customer service setting or have achieved the Intermediate Apprenticeship.

What is the expected duration?

Intermediate – 12 months minimum

Advanced – 18 months

How will I be assessed?

You will be assessed in the workplace through observations, witness testimonies and personal statements, overseen by an Assessor. This information will be incorporated into an e-portfolio giving evidence of competency in your job role. In addition to this you will complete a variety of on-line and paper exams to demonstrate that you have the necessary knowledge and skills.

Progression from this Apprenticeship and future prospects

When you have achieved the Intermediate Apprenticeship you can develop your skills in customer service, communication and team working further, by progressing to study the Advanced Apprenticeship. When you achieve the Advanced Apprenticeship and your job role involves supervision and management you could improve your career prospects further by progressing to study leadership and management qualifications.

**Make the right choice.
Secure your future. Check us out.**

- 0333 320 0333 ext 2120
- apprenticeships@emc-dnl.co.uk
- www.chamber-apprenticeships.co.uk

