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CUSTOMER SERVICE

Apprenticeship

Level 3

Nationwide

14 Month Course

Fully funded for eligible learners

- 18+ Years of age
- UK resident for the last 3 years
- Not enrolled in another government funded course

HOW IT WORKS

Over a 14-month programme, you'll develop the skills, knowledge, and behaviours necessary for the End Point Assessment (EPA).

This journey includes classroom sessions, mentoring, off-site visits, and 20% off-the-job training.

At the Gateway stage, your progress is reviewed in preparation for the EPA, which assesses your proficiency through tests, interviews, portfolio assessment, and professional discussion.

Curriculum

1. Understand business strategy
2. Evaluate customer journeys
3. Recognising complex issues
4. Adapting your approach
5. Analyse and present information
6. Effectively resolve complex issues
7. Managing challenging situations
8. Demonstrate a cost-conscious mindset
9. Taking ownership of customer



Learners will obtain a Level 3 Qualification in Customer Service



Learners yet to pass Maths or English will obtain a Level 2 qualification



Training is carefully tailored to meet specific business needs



A blend of weekly online classes and quarterly face-to-face visits

Social Media

Instagram:

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