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# **CUSTOMER SERVICE**

## Apprenticeship

Level 3

Nationwide

14 Month 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.



Learners will obtain a Level 3 Qualification in Customer Service



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

### Fully funded for eligible learners

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

## 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. Takeing ownership of customer



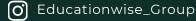


Training is carefully tailored to meet specific business needs

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

## Social Media

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# **CONTACT US**

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