

# Customer Service

## Level 3

Providing you with an excellent platform to increase your skills, knowledge and experience in customer service.

1

### Who is this qualification for?

The Customer Service Level 3 Apprenticeship is suitable for staff who have a direct responsibility for supervising a team or area of responsibility in a customer centric environment. The learner must be able to influence and drive forward improvements in customer service by analysing and evaluating customer service performance.

2

### The Journey

This work based qualification is delivered and assessed in the work place. Each unit is planned with the employer and learner as part of a personal development plan. Assessors will engage with learners in the workplace every 4-6 weeks to review targets, mentor and train learners. A formal review will be carried out every 12 weeks with both the learner and employer to review progress and set targets.

3

### Study Mode

Our provision is delivered through a mixture of face-to-face visits, e-learning and live or recorded webinars. Learners have 24/7 access to course materials and resources. This minimises travel, hiring of venues and time out of the office.



### Outcomes for the learner

- Learning the principles of business: understanding how to resolve customer issues and retain customers.
- Develop resources that keep the level of customer support consistent.
- Manage the use of technology and social media in order to improve customer service.
- Manage team and individuals performance.
- Promote additional products and services to customers.

**4**
**Focus on the skill you need**

Customer Service is a generic skill that is required in all businesses. The ability to greet customers, resolve enquiries and deal with difficult situations are all part of effective customer interactions. The level 3 qualification delivers to the individual the knowledge to be able to manage the customer service process, enact change and develop within the business to bring about greater efficiency.

**5**
**Entry Requirements**

There are no specific entry requirements, but learners should be in a job role relevant to the qualification. Learners will be expected to achieve a minimum of level 2 English, Maths and ICT prior to completion of the qualification (unless exempt).


**Impact on the employer**

Well trained staff, with the skills they need to perform in role.

Staff who are competent in customer service.

Develop staff who can design and implement change to improve business efficiency.

Incentivise your staff to develop their potential.


**Duration**

Typically this apprenticeship will take 12 - 18 Months


**Funding Cap**

£2,000

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 our courses call us on  
**01432 359 244**

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