

## QUALIFICATION NAME

**LEVEL 2 APPRENTICESHIP – CUSTOMER SERVICES (PRACTITIONER)**

## AREAS COVERED

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- The role and responsibilities
- Customer experience
- Products and service knowledge
- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge

## COURSE CONTENT

- A number of units that relate to your individual job role will be completed and evidenced in a portfolio. A portfolio will consist of work based evidence including written statements, product evidence, observations, witness testimonies and professional discussion
- Training must include **20% off the job training**, which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at the apprentice's normal place of work, but must not be delivered as part of their normal working duties
- Apprentices will also complete an **End Point Assessment (EPA)** in the form an interview carried out by an independent assessor
- Apprentices will also achieve level 1 functional skills in maths and English, if required

## DURATION / COURSE FORMAT

- This apprenticeship will take 12 months to complete

Further information can be obtained from the apprenticeship department: 0161 908 6608

Apply online: [www.tameside.ac.uk](http://www.tameside.ac.uk)

## QUALIFICATION NAME

**LEVEL 3 ADVANCED APPRENTICESHIP – CUSTOMER SERVICES (SPECIALIST)**

## AREAS COVERED

- Business knowledge and understanding
- Customer journey knowledge
- Knowing your customers and their needs / customer insight
- Customer service culture and environment awareness
- Business focused service delivery
- Providing a positive customer experience
- Working with your customers / customer insights
- Customer service performance
- Service improvement

## COURSE CONTENT

- A number of units that relate to your individual job role will be completed and evidenced in a portfolio. A portfolio will consist of work based evidence including written statements, product evidence, observations, witness testimonies and professional discussion
- Training must include **20% off the job training**, which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at the apprentice's normal place of work, but must not be delivered as part of their normal working duties
- Apprentices will also complete an **End Point Assessment (EPA)** in the form an interview carried out by an independent assessor
- Apprentices will also achieve level 2 functional skills in maths and English, if required

## DURATION / COURSE FORMAT

- This apprenticeship will take a minimum of 15 months to complete

Further information can be obtained from the apprenticeship department: 0161 908 6608

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