



This Apprenticeship is ideal for those working in customer facing roles in a management capacity or those learners who have progressed from a Level 2 apprenticeship.

**Learners will need to achieve the following two NVQ mandatory units:**

Demonstrate understanding of customer service

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Demonstrate understanding of the rules that impact on the improvements in customer service

**And complete the following five NVQ optional units:**

Organise the promotion of additional products or services to customers

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Organise the delivery of reliable customer service

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Improve the customer relationship

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Monitor and solve customer service problems

**Learners will also complete the following:**

- Functional Skills in English
- Functional Skills in Maths
- Certificate in Customer Service