

This Apprenticeship is ideal for those working in customer facing roles. Candidates will be need to demonstrate that they have good customer service skills, deal with customer queries and problems as well developing good relationships.

Learners will have an option to tailor their apprenticeship according to the work they do:

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

- Communicate using customer service language
- Follow the rules to deliver customer service

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

- Give customers a positive impression of yourself and your organisation
- Take details of customer service problems
- Deliver reliable customer service
- Develop customer relationships

**Learners working in a call centre route will complete the following four NVQ optional units:**

- Recognise and deal with customer queries, requests and problems
- Deal with incoming calls from customers
- Deal with customers using bespoke software
- Develop your own customer service skills through self study

**Learners will also complete the following:**

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