

CUSTOMER SERVICE FACTSHEET 1

Customer Service

A Customer Service apprenticeship is a great foundation for progression into any industry as the skills gained are applicable to any customer facing role.

A Level 2 Apprenticeship in Customer Service is designed with the help of employers offering a structured programme that coaches young people through the skills needed to be successful.

You will learn from experienced professionals on the job, and will also be guided by experienced assessors and tutors that will give you specialist advice and guidance. You will be set targets to ensure you are well supported and that you are progressing at an appropriate speed.

The Delivery model and duration is between 14-18 months depending on the level.



NEWHAM
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Apprenticeships

CUSTOMER SERVICE FACTSHEET 2

Intermediate

- Level 2 Diploma in Customer Service (QCF) Combined qualification
- Functional Skills Level 1: English, Mathematics
- Employer Rights and Responsibilities
- Personal Learning and Thinking Skills

Advanced

- Level 3 Diploma in Customer Service (QCF) Combined qualification
- Functional Skills Level 2: English, Mathematics
- Employer Rights and Responsibilities
- Personal Learning and Thinking Skills

Entry Requirements:

Intermediate

GCSE grades A-D in English and maths

Advanced

Progression from level 2 apprenticeship or a formal level 2 qualification with the relevant experience of working in a business environment. A-C in English and Maths or capability to achieve functional skills Level 2.

Progression:

Successful completion of the level 3 could lead to a Higher Apprenticeship in Customer Service or take you through the Management Career path.

Desired skills and attributes

- Strong organisational skills
- Personable and willing to solve problems
- Willing to work as part of a team

Example job roles

Intermediate

- Customer Service trainee

Advanced

- Customer service co-ordinator
- Team leader

Delivery model and duration

- Duration between 14-18 months dependant on level
- Delivery in the workplace
- Additional workshops for English, Maths and English if needed

Application process

Applications for vacancies are completed via the apprenticeship vacancy section of the Newham College Website.

All applicants are assessed at interview, reviewing prior qualifications and experience for suitability of the role.