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# Advanced Apprenticeship

## Level 3 Customer Service

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**Apprenticeships are increasingly recognised as the gold standard for work-based training. Already, more than 130,000 employers offer Apprenticeships.**

**Advanced Apprenticeships are the equivalent to 2 A-level passes. Advanced Apprentices work towards work-based learning qualifications such as NVQ Level 3, Key Skills and, in most cases, a relevant knowledge-based certificate such as a BTEC. To start this programme, you should ideally have 5 GCSEs (grade C or above) or have completed an Apprenticeship.**



## Introduction

The customer service programme is designed for those performing a more responsible role in a customer service environment, providing a good service to customers whilst meeting the requirements of their role.

## Course Content

The NVQ Level 3 course will take approximately 15 to 18 months to complete. You must complete the 8 units of the NVQ, 2 mandatory and 6 optional.

### The two mandatory units are:

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

The six optional units will be decided with your assessor, depending on your role and responsibilities. They will be chosen from 4 themes: Impression and Image, Delivery, Handling Problems and Development and Improvement.

The Customer Service Technical Certificate is designed to test your knowledge in Customer Service and will be achieved by completion of a multiple choice online exam. Depending on GCSE results it may be necessary to complete Key Skills in Communication and Numeracy.

## Qualification

Upon completion of the programme you will receive an NVQ (OCR certified) and Technical Certificate, along with Key Skills certificates (City & Guilds certified) if required.

## Assessment

Continuous assessment during the course through workplace visits, assignments and examinations to achieve set targets. Your portfolio will be checked by an internal verifier at intervals during your course.

## Entry Requirements

Learners need to be working in a customer service environment, carrying out more responsible customer service duties in line with their role profile working for a minimum of 16 hours per week.



### **If you would like further information contact: Chelmsford Training Services**

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