

Customer Service Advanced Apprenticeship

Course Summary

This course is designed to enable Apprentices to develop their career in Customer Service. The qualification is credit based and allows flexibility to adapt to many different kinds of businesses choosing optional routes dependant on the job role.

Course Detail

The course will cover the following mandatory areas:

- **Organise & Deliver Customer Service**
- **Understand the Customer Service Environment**
- **Understand Customers and Customer Retention**
- **Resolve Customers' Problems**
- **Principles of Business**
- **Manage Personal and Professional Development**

You will then choose from a wide selection of optional units choosing from topics such as:

- **Develop Resources to support consistency of Customer Service Delivery**
- **Resolve Customers' Complaints**
- **Gather, analyse and Interpret Customer Feedback**
- **Monitor the quality of Customer Service Interactions**
- **Use Service Partnerships to Deliver Customer Service**

Progression Routes

We offer courses from level 2 right through to Management qualifications at Level 7, supporting candidates through their professional development.

Functional Skills

Maths and English Level 2.

ERR and PLTS

The candidate will learn about Employment Rights and Responsibilities and apply Personal Learning and Thinking Skills throughout their Apprenticeship.

Length of Course

The Apprenticeship lasts around 18 months to ensure the candidate can demonstrate significant work experience alongside their professional qualifications.

Attendance

The apprentice will attend college one day per month gaining training and knowledge to support the qualification. The rest of the qualification will be delivered in the workplace with the assessor visiting once every 4-6 weeks. If Functional Skills are required, weekly attendance will be required – booking in on one of the timetabled slots (am, pm or evening).

How Much Will It Cost

The Apprenticeship is fully funded so we won't charge you anything. The only cost to you is the employment of the apprentice – therefore paying their wage and associated costs. We have grants available to support the recruitment of an apprentice aged 16-24 of £1500 subject to eligibility checks. We also have further grants available to support recruitment of Salford residents subject to eligibility.

Facilities

Based in our state of the art Future Skills Building in Media City, we have fantastic facilities to support our apprenticeship provision.

We will provide the apprentice with access to IT facilities including: use of software such as full suite of office software, electronic portfolio access, 24 hour remote on-line access to email account and learning resources, internet access, learning resources on Moodle.

Recruitment

We will work with you to determine your requirements and provide full recruitment services - advertising through the National Apprenticeship Service, Indeed jobs website, Social media and the college website. Our team of dedicated recruitment co-ordinators will assess, screen and interview potential apprentices before we send them over to you for interview, saving you time and money in recruiting the right candidate.

Endorsements

We work with a wide range of businesses from Small business through to large companies such as Royal Bank of Scotland and ITV.

“Apprenticeships are a real opportunity to home-grow future talent. We have opted to work with Trinity Business Training as it shares our commitment to developing young people. Trinity offers a comprehensive and flexible package, from the recruitment stage through to adopting a bespoke approach to the qualification element of the NVQ, as well as giving full support to enable learning and help our candidates reach their potential.”

Marsha Witter, Talent Scheme Manager, ITV

www.salfordcc.ac.uk/trinity-business-training