



North Tyneside Council

Intermediate Apprenticeship in Customer Service

Enrolment Requirements

For more information or to apply ring (0191) 643 2288
or
to apply online go to www.northtyneside.gov.uk/ala

In order to enrol on this course you **must** be in paid employment in a business administration role that fits the requirements of the apprenticeship. You will attend a monthly hub session to support the completion of your customer service qualification. You will be required to achieve a Level 1 standard in English and maths by attending weekly classes at one of our centres until completed. If you have existing English or maths qualifications that may exempt you from functional skills original certificates must be seen before your apprenticeship begins to identify whether they adequately qualify the apprenticeship requirements. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

What will I learn on this course?

This qualification is aimed at people working in a customer service role. This course will cover:

- Employment rights and responsibilities
- Employment legislation and following procedures
- Customer Service legislation
- Working in a customer service environment
- Telephone techniques
- Working in a team
- Developing customer relationships
- Communication skills
- Functional Skills

Assessment

Awarding body: City & Guilds

You will attend training monthly sessions, where you will learn the underpinning knowledge and will access One File e portfolio during your off the job time in the work place to complete assignment work.

You will be assessed by assignments, online exams and practical observations.

Course Length

The Level 2 Apprenticeship in Customer Service is completed within 14 months.

Attendance

You will be working in a customer service environment, receiving training in the workplace and will attend the training centre for monthly training sessions in customer service and weekly sessions in functional skills. You must attend all sessions.

What else do I need to know?

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business.

All training materials will be provided at the training centre.

What could I do next?

You will be able to progress to an Advanced Level Apprenticeship in Customer Service.