

About the apprenticeship

The aim of this apprenticeship framework is to provide employers in the public, private and not-for-profit sectors with a workforce that has high levels of customer service skills. By developing the knowledge and competencies required, customer service apprentices will be able to contribute to improved customer service delivery and increased customer satisfaction in the public and not-for profit sectors and attract new customers, improve customer loyalty and remain competitive and profitable in the private sector.

Eligibility

To be eligible for funding then the learner must not already hold a Level 4 or higher qualification, been a resident in the EU for the past 3 years and currently live and work in England.

Course Fee

This course is free of charge for the individual working full time more than 30 hours per week.

Funds Available

The Training for apprenticeships is fully funded by the government and there are no fees applicable to the employer. If you employ an apprentice aged 16–24 you may be eligible for a £1500 grant.



Programme Duration

The programme runs over a period of 12 months

The framework

Learners will work and attend workshops, during this time they will achieve:

- QCF Level 2 NVQ Combined Diploma in Customer Service
- Employment Rights and Responsibilities (ERR)
- PTLs – Personal Thinking & Learning Skills
- Functional Skills:
- Maths Level 1 or 2
- English Level 1 or 2

How to take on an Apprentice

1. Invite one of our experienced account manager for free consultation on 020 7247 5497 or on 07737 066 464
2. Give a brief to the types of candidate you would like to interview.
Tell us about all the current employees you would like to put on the programme.
3. Interview and set start dates with the NextStep Training and the learner
4. Find out about the advantages to your business of employing apprentices

Contact us

NextStep Training Limited

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Course Elements

These are the elements of the course, please browse through and select the ones that best match your training and company requirements:

Unit Title	Interest
Mandatory units	
Deliver customer service (5 Credits L2)	
Understand customers (2 Credits L2)	
Principles of customer service (4 Credits L2)	
Understand employer organisations (4 Credits L2)	
Manage personal performance and development (4 Credits L2)	
Optional Units (<i>Please tick the units you would like to be selected</i>)	
Communicate verbally with customers (3 Credits L2)	
Communicate with customers in writing (3 Credits L2)	
Deal with incoming telephone calls from customers (3 Credits L2)	
Make telephone calls to customers (3 Credits L2)	
Promote additional products and/or services to customers (2 Credits L2)	
Process information about customers (3 Credits L2)	
Exceed customer expectations (3 Credits L2)	
Deliver customer service whilst working on customer's premises (4 Credits L2)	
Carry out customer service handovers (3 Credits L2)	
Resolve customer service problems (5 Credits L2)	
Deliver customer service to challenging customers (3 Credits L2)	
Develop customer relations (3 Credits L2)	
Support customer service improvements (3 Credits L2)	
Support customers through real-time online customer service (3 Credits L2)	
Support customers using self-service equipment (3 Credits L2)	
Use social media to deliver customer service (3 Credits L2)	
Provide post-transaction customer service (5 Credits L2)	
Resolve customers' complaints (4 Credits L3)	
Gather, analyse and interpret customer feedback (5 Credits L3)	
Deal with incoming telephone calls from customers (3 Credits L2)	
Make telephone calls to customers (3 Credits L2)	
Promote additional products and/or services to customers (2 Credits L2)	
Process information about customers (3 Credits L2)	
Exceed customer expectations (3 Credits L2)	
Deliver customer service whilst working on customer's premises (4 Credits L2)	
Carry out customer service handovers (3 Credits L2)	
Resolve customer service problems (5 Credits L2)	
Deliver customer service to challenging customers (3 Credits L2)	
Develop customer relations (3 Credits L2)	
Support customer service improvements (3 Credits L2)	
And many more. Please ask the advisor for detailed information	