

Customer Service Apprenticeship

This Apprenticeship trains to provide excellent customer service, and can be applied to hundreds of job roles across many different sectors.



Why choose a career in Customer Service?

A Customer Service Apprenticeship is suitable for anyone who has regular contact with clients or customers. Once qualified staff can work across your organisation in a variety of roles.

Funding & Eligibility

This Apprenticeship is eligible for Government funding. Funding is available for new recruits and existing staff. To confirm current eligibility requirements please contact Group Horizon on 0800 002 9805.

Duration

There are two different levels for this qualification, Intermediate and Advanced. The Intermediate runs for 12 months, with the Advanced between 12 and 18 months.

Referral Process

Contact Group Horizon on **0800 002 9805** or **0191 497 7722** | Email us at referral@grouphorizon.co.uk
Check out our website www.grouphorizon.co.uk | Follow us on Facebook and Twitter [@grouphorizon](https://www.facebook.com/grouphorizon)

What does this Apprenticeship cover?

The Apprenticeship framework consists of three key parts: Competence based element; Technical element and Skills element. There is also the opportunity, if appropriate, to include literacy and numeracy functional skills.

Units covered include:

Intermediate: Maintain a positive and customer friendly attitude, Promote additional services and products to customers, Monitor and solve customer service problems, Apply risk assessment to customer service, Lead a team to improve customer service and gather, analyse and interpret customer feedback.

Or

Advanced: Deliver reliable Customer Service, Resolve Customer Service problems, Process customer service complaints, Demonstrate understanding of customer service, Communicate effectively with customers, give customers a positive impression of yourself and your organisation.

Qualification Gained

Intermediate or Advanced Apprenticeship in Customer Service.

Job roles this Apprenticeship is suitable for:

On completion of the Intermediate Level Apprentices can move to the Advanced level and/or move in to any customer focused role.

How will is the training delivered?

An Assessor will visit every 6 to 8 weeks throughout the course of the Apprenticeship to help support the Apprentice and the organisation.

Why Group Horizon?

We pride ourselves on our ability to serve the training needs of both individuals and businesses alike. Our fully accredited qualifications are delivered by our own specialist trainers and assessors who each bring a wealth of experience in their chosen field.



For further information please contact Group Horizon

Email: referral@grouphorizon.co.uk

Telephone: 0800 002 9805 or 0191 497 7722