

Customer Service Apprenticeship



Why choose a career in Customer Service?

Good customer service is key to any organisation. It is an important skill used across every sector that makes a customer's experience better and leads to return business. A job within this sector can be varied and open up lots of opportunities for your future career.

Funding

This apprenticeship is fully Government funded subject to eligibility. To confirm current eligibility please contact Group Horizon.

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://twitter.com/grouphorizon)

Duration

12 months for Intermediate Level Apprenticeship and 12 to 18 months for the Advanced Level Apprenticeship.

What will I learn?

The apprenticeship consists of the following strands: Competence based element, Technical element, Skill element and Functional skills to improve literacy and numeracy if applicable.

Units 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 and Give customers a positive impression of yourself and your organisation.

Qualification Received

Intermediate Apprenticeship in Customer Service or Advanced Apprenticeship in Customer Service.

Jobs you could move into:

Intermediate Level: Customer Service Assistant, Representative or Agent.

Advanced Level: Customer Service Manager, Co-ordinator, Team Leader.

How will Group Horizon support me during my training?

You will receive regular contact and visits from an assessor who will be there to support you throughout the length of the apprenticeship. You will be working full time with an assessor visiting you every 6 to 8 weeks to provide training and support.



For further information please contact Group Horizon

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