

Get a job

Get paid

Get qualified

GET AN APPRENTICESHIP

The Benefits

- You'll earn £100,000 more during your career than people that don't complete an Apprenticeship.*
- No tuition fees so you'll avoid expensive student debt.

- You'll earn a salary, gain qualifications and get real life, hands-on experience.
- Apprenticeships can be an alternative route to further education and university.

What is an Apprenticeship?

Apprenticeships are work-based qualifications that last between 6 and 18 months (dependent on industry and level). They are made up of:

Vocational Qualification – the **practical part of your Apprenticeship** which shows that you understand your job and how to do it effectively. This will be an **Award, Certificate or Diploma** depending on the level of your Apprenticeship.

Key Skills – develop your **Maths, English and IT skills** to increase your confidence and ability.

Certificate – builds your knowledge of the **theory behind your job** and gives you the opportunity to develop **technical skills**.

Why JHP Training?

- ✓ We've been delivering Apprenticeships for over 28 years and have helped over **350,000 people to complete their Apprenticeship** and get ahead in their career.
- ✓ Our Apprenticeships are **entirely work-based - no need to study in a classroom** (and your free time is your own!).
- ✓ Our completion rates are **higher than the national average** and many of our learners have won industry awards.
- ✓ We work with 1,000s of employers across the UK to provide you with the **perfect Apprenticeship placement**.

Level 3 NVQ Diploma in Customer Service

Mandatory Units

- Demonstrate understanding of customer service
- Demonstrate understanding of the rules that impact on improvements in customer service

Optional Units

Impression and Image

- Use customer service as a competitive tool
- Organise the promotion of additional services or products to customers
- Build a customer service knowledge set
- Champion customer service
- Make customer service environmentally friendly and sustainable
- Process customer service complaints
- Handle referred customer complaints

Development and Improvement

- Develop personal performance through delivering customer service
- Buddy a colleague to develop their customer service skills
- Develop your own customer service through self-study
- Support customers using self-service technology
- Promote continuous improvement
- Lead a team to improve customer service
- Gather, analyse and interpret customer feedback
- Implement quality improvements to customer service
- Develop a customer service strategy for a part of an organisation
- Manage customer service performance

Delivery

- Improve the customer relationship
- Maintain and develop a healthy and safe customer service environment
- Plan, organise and control customer service operations
- Review the quality of customer service
- Build and maintain effective customer relations
- Organise the delivery of reliable customer service

Handling Problems

- Monitor and solve customer service problems

You will also complete Key Skills and a Certificate to give you an Apprenticeship qualification.

What's Next?

Once you have completed your Advanced Apprenticeship you can transfer your customer service skills to any industry. If you're ready for the next level talk to us about our professional and managerial qualifications.

Get involved...

Call us on

0845 603 4055

or go online to

jhapprenticeships.com

to find out more.