

**Get a job**

**Get paid**

**Get qualified**

# GET AN APPRENTICESHIP

## *The Benefits*

- You'll earn over £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**.

# CUSTOMER SERVICE

## Intermediate Apprenticeship

### Level 2 NVQ Certificate in Customer Service

#### Mandatory Units

##### Customer Service Foundations

- Communicate using customer service language
- Follow the rules to deliver customer service

#### Optional Units

##### Impression and Image

- Maintain a positive and customer friendly attitude
- Adapt your behaviour to give a good customer service impression
- Communicate effectively
- Give customers a positive impression of yourself and your organisation
- Promote additional services or products
- Process information about customers
- Live up to the customer service promise
- Make customer service personal
- Deal with customers face-to-face and over the phone
- Deal with customers in writing or electronically
- Use customer service as a competitive tool
- Organise the promotion of additional services or products to customers
- Deal with customers across a language divide
- Using questioning techniques
- Deal with customers using bespoke software
- Maintain customer service through effective hand-over
- Deliver customer service using service partnerships
- Organise the delivery of reliable customer service

##### Delivery

- Do your job in a customer friendly way
- Deliver reliable customer service
- Deliver customer service on your customer's premises

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

#### What's Next?

Once you have completed your Intermediate Apprenticeship, you will be equipped with valuable skills in dealing with customers which you can transfer to almost any industry. If you're ready for the next level talk to us about our Customer Service Advanced Apprenticeship.

##### Handling Problems

- Recognise and deal with customer queries, requests and problems
- Take details of customer service problems
- Deliver customer service to difficult customers
- Apply risk assessment to customer service

##### Development and Improvement

- Support customer service improvements
- Develop customer relationships

*Get involved...*

*Call us on*

*0845 603 4055*

*or go online to*

*jhapprenticeships.com*

*to find out more.*