



INTRODUCTION

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

EXAMPLES OF JOBS:

- Customer Relationship Manager
- Customer Support Agent
- Customer Support Officer
- Customer Service Executive Officer
- Customer Service Delivery coordinator
- Customer Service Operator
- Customer Service Team Leader
- Customer Service Supervisor
- Customer Service Manager
- Senior Customer Service Advisor
- Customer Relations Officer

QUALIFICATIONS:

- NVQ at appropriate level
- Technical Certificate at appropriate level
- Key / Functional skills at varying numbers and levels

Customer Service

About this course

Rocket Training Limited offers a flexible approach to the delivery of the Customer Service Technical Certificate and key/functional skills with either the traditional one day off the job taught delivery or delivery in the workplace through our VLE / self study packs. Assessment of the competent based aspect (NVQ) is delivered wholly in the workplace with fortnightly on-site visits and use of the e-portfolio process

Training Programme

Rocket Training Limited has embraced the use of new technology wherever possible, Interactive whiteboards are used when appropriate in class-room delivery, e-NVQ is available, the use of digital images and voice recording is used to reduce the amount of paper evidence produced and to ensure evidence is captured as it naturally occurs. Learners are encouraged to share their thoughts and learning experiences via our regular learner forums and feedback sessions.

Apprenticeships at Level 2 take between 9-12 months depending on skills, ability and time in job role.

Advanced Apprenticeships at Level 3 take between 9-12 months depending on skills, ability and time in job role.