

Customer Service

SCQF LEVEL 6 MODERN APPRENTICESHIP

 12 Month Programme

This qualification aims to provide learners with the skills to recognise customer service as a competitive tool and to be proactive in finding solutions within their business and externally.

Introduction to the course

Throughout this apprenticeship, learners will demonstrate their ability to analyse and respond to customers on a strategic level, suggesting improvements and leading in their implementation, using software solutions as appropriate.

Learner outcomes

On completion of this programme apprentices should be able to carry out the following tasks competently:

- Deal with customers
- Deliver reliable customer service
- Improve customer relationships
- Apply risk assessment to customer service
- Work effectively with others
- Lead a team to improve customer service
- Review and manage customer service practices

Assessment

Assessment is through performance in the workplace and will be based on performance evidence, i.e. observation (in person, screen sharing) and work products generated by the candidate (word-processed documents, letters, spreadsheets, travel/ accommodation bookings, receipts, e-mail correspondence, database reports, graphic elements, etc.). The specific evidence produced will depend on the choice of optional units.

A good fit for

The qualification is for anyone who is involved in any customer service role.

What's next?

Completion of the apprenticeship will allow learners to progress in their career within the customer service sector at a higher/promoted level, perhaps as a customer relations manager, customer service team leader.

Skills
Development
Scotland

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Course overview



Start Date
Flexible



Level
SCQF Level 6



Duration
12 months



Delivery
Blended



Assessment
Workplace assessment



Qualification
Customer Service SCQF at level 6



Entry Requirements
No prior qualifications or knowledge are required to undertake this qualification although learners should be in a role where they carry out relevant tasks.

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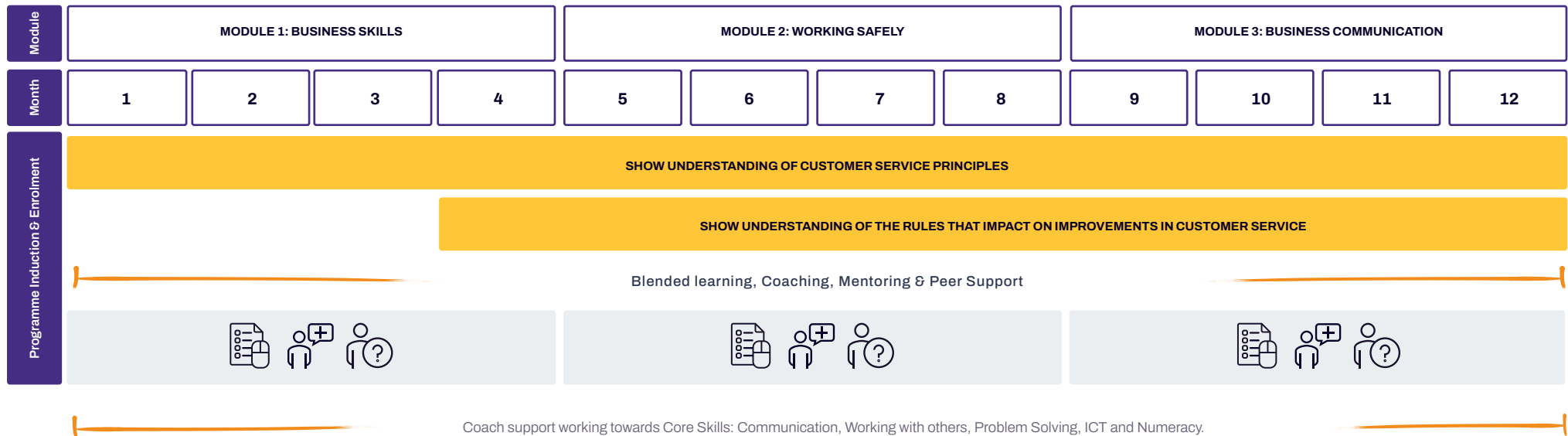


unlocking potential
delivering personalisation
enhancing performance

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Blended Delivery Model



Key

- Online learning
- Progress reviews
- Assessment visit

The optional units available will be discussed with your skills coach at the start of the programme, as part of your personal development plan.