

ENTRY REQUIREMENTS

Education level: **National 5** in **Maths** and **English** is desired. Other qualifications & experience may be considered.

SCQF LEVEL 6

DURATION: 12-18 MONTHS

META SKILLS

Meta-skills are innate, timeless, higher-order skills that create adaptive learners and promote success; these are: **self-management, social intelligence & innovation.**

FUNDING OPTIONS AVAILABLE

OVERVIEW

The main purpose of a customer service operative is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

LEARNER OUTCOMES

This apprenticeship equips you with the skills to excel in customer service.

Upon completion, you'll be able to:

Thrive in Customer Interactions: Handle inquiries, resolve issues, and provide exceptional service.

Build Lasting Relationships: Go beyond transactions. Develop strong rapport & actively listen.

Identify Risks Identify potential customer service roadblocks and take proactive measures to prevent them.

Collective Achievement: Collaborate effectively with colleagues, fostering a positive and supportive work environment.

Lead the Way: Motivate and coach your team to deliver exceptional customer service, inspiring a culture of excellence.

Continuously Improve: Become a data-driven problem solver. Analyse customer feedback, identify areas for improvement, and implement changes to elevate customer service practices.

ASSESSMENTS

We use a blended approach to assess our apprentices taking a holistic view of their capabilities, encompassing both theoretical knowledge gained through a modular approach and practical skills demonstrated in the workplace.

CAREER PROGRESSION

The customer service qualification could be a pathway to further career opportunities, such as, customer relations manager, customer service team leader