

JTDS Progress to Customer Service Management Programme

This qualification teaches you the skills to provide excellent customer service, and can be applied to hundreds of job roles across many different sectors, from government to telecommunications. However, most customer service apprentices work in retail, financial services, call centres, hospitality, or sport and recreation.

Good customer service is key to the success of any business or organisation. It's one of those useful skills that's found all over the place and covers all the extras that make a customer's experience better.

As a customer service apprentice, you'll probably work at the front end of an employer's business activities and regularly assist customers. Duties will vary between sectors, but in most cases you'll be making sure that customers are dealt with in a positive, reliable and pleasant way – whether that's by offering advice, answering questions or handling complaints.

To properly assist customers, you'll need clear and up-to-date knowledge of your organisation's products and services. You'll also need to be able to communicate with all sorts of people.

Completing this Apprenticeship is a way of providing evidence of skills that will serve you well in virtually any industry – so it's a very good way to move forward, even if you're still undecided about your future career.

When you move towards supervisory and management duties you will find this management programme can be applied across a broad range of sectors and job roles. Good managers are essential to the success of any business, so the skills gained on this Apprenticeship are transferable and valuable.



The Intermediate Level Management (Team Leader) programme involves supporting organisational objectives through a wide range of functions, including: monitoring work, giving feedback, briefing teams, supporting team members, resolving problems, procuring supplies, project management and delivering and improving customer service.

The Advanced Level Management Programme will develop your skills to include planning, allocating and monitoring the work of a team, supporting team members, managing conflict, resolving problems, project management, agreeing budgets and managing customer service.

Finally, progress to the top by achieving a Higher Level Programme in Management. At this level you will be informing strategic decision making, managing budgets, planning and implementing change, leading teams and managing programmes of complimentary projects.

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TERM 1

- NVQ Certificate in Customer Service Level 2
- Technical Knowledge Certificate Customer Service Level 2
- Functional Skills Maths Level 1 or Level 2
- Functional Skills English Level 1 or Level 2
- Employee Rights and Responsibilities

TERM 2

- NVQ Diploma in Customer Service Level 3 (25% Prior learning mapped into qualification from Customer Service level 2)
- Technical Knowledge Certificate Customer Service Level 3
- Functional Skills Maths Level 2 (Possible exemption if Level 2 taken term 1)
- Functional Skills English Level 2 (Possible exemption if Level 2 taken term 1)
- Employee Rights and Responsibilities (Exempt)

TERM 3

- NVQ Team Leader Level 2 (25% Prior learning mapped into qualification from Customer Service level 3)
- Technical Knowledge Certificate Team Leader Level 2 (25% Prior learning mapped into qualification from NVQ and Technical Certificate Customer Service Level 3)
- Functional Skills ICT Level 1 or Level 2
- Functional Skills Maths Level 1 (Exempt)
- Functional Skills English Level 1 (Exempt)
- Employee Rights and Responsibilities (Exempt)

TERM 4

- NVQ Management Level 3 (50% Prior learning mapped from NVQ Team Leader Level 2)
- Technical Certificate Management Level 3 (25% Prior Learning mapped from NVQ and Technical Certificate Team Leader Level 2)
- Functional Skills ICT Level 2 (Exempt if taken Level 2 at Term 3)
- Functional Skills Maths Level 2 (Exempt)
- Functional Skills English Level 2 (Exempt)
- Employee Rights and Responsibilities (Exempt)

FINAL TERM

- NVQ Management Level 5 (25% Prior learning mapped from NVQ Management Level 3)
- Technical Certificate Management Level 5 (25% Prior Learning mapped from NVQ and Technical Certificate Management Level 3)
- Functional Skills ICT Level 2 (Exempt)
- Functional Skills Maths Level 2 (Exempt)
- Functional Skills English Level 2 (Exempt)
- Employee Rights and Responsibilities (Exempt)

OVERALL

- NVQ Certificate in Customer Service Level 2
- Technical Certificate in Customer Service Level 2
- NVQ Diploma Customer Service Level 3
- Technical Certificate Customer Service Level 3
- NVQ Team Leader Level 2
- Technical Certificate Team Leader Level 2
- NVQ Management Level 3
- Technical Certificate Management Level 3
- NVQ Management Level 5
- Technical Certificate Management Level 5
- Functional Skills Maths Level 2
- Functional Skills English Level 2
- Functional Skills ICT Level 2