

Wandsworth
Lifelong
Learning **W** *Worth it.*



Apprenticeships



Pearson



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Worth your time.

**Customer
Service
Apprenticeships**

**Realise your
potential.**

Customer Service Apprenticeships

Worth your time.

The Apprenticeship will support individuals to develop core skills and knowledge regarding different aspects of customer service including:

- Exceeding customer expectations
- Business and product knowledge
- How to communicate effectively, identify and meeting individual needs of internal and external customers
- Dealing with problems in a timely and professional manner
- Identify areas of improvement to service

Qualifications you could achieve include:

- Level 2 Diploma in Customer Service
- Level 3 Diploma in Customer Service

This pathway is available at Intermediate and Advanced level and is suitable within a range of sectors and roles including customer department supervisors, call centre team members and receptionists. The qualification helps individuals to gain confidence in their skill set and ability to be reactive to customer needs and proactive in identifying and implementing improvements to service.

Worth contacting.

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