



A Partnership for Rutland Adult Learning & Skills Service



Peterborough
Regional College

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Customer Service Apprenticeship



**If you are a good communicator and enjoy helping people,
this could be an ideal job for you**

On a Customer Service Apprenticeship, you would deal with customer enquiries and any complaints. You would often be a customer's first point of contact with the company you work for. You could deal with customers face-to-face, or you might help them over the phone or by email. Good 'people skills', a friendly approach and excellent communication skills are all needed in this career. As a Customer Service Apprentice you will be based in the workplace for a minimum of 30 hours per week. You will receive support and guidance from both a College Tutor and Assessor to help you build your course portfolio. The Customer Service Apprenticeship takes a minimum of 12-18 months to complete, depending on the level.

What levels are available to study?

Customer Service Practitioner Level 2 Apprenticeship Standard
Customer Service Specialist Level 3 Apprenticeship Standard

Gain nationally recognised Apprenticeship Standard including:

Functional Skills in Maths
Functional Skills in English

Possible Job Roles

- Customer Service Advisor
- Telephone Operator
- Call Handler
- Customer Service Assistant
- Trainee