



**Learn**  
**PLUS US**

Level 3

**Customer  
Service Specialist**

Apprenticeship

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# Customer Service Specialist

## LEVEL 3

**This apprenticeship trains you to provide excellent customer service and can be applied to hundreds of job roles across many different sectors.**

Apprentices working towards this level are likely to be in the following roles:

- Customer relations manager
- Coordinator
- Team leader

The duties of the apprentice will vary across the business type they are working in, but they will include being an advocate for customer services and acting as a referral point for dealing with more complex or technical customer requests, complaints and queries. The apprentice will be an expert in the organisations products and services and share knowledge with the wider team. The role will involve gathering and analysing data with the ability to influence change and improvements to services.



## ENROLMENT TIMELINE

Learn Plus Us believe in “right learner, right course”. By that we mean it is crucial that all apprentices are accurately matched to an apprenticeship programme that suits their job description, their prior learning and ability to achieve all aspects of the course. Therefore, anyone wishing to enrol on one of our apprenticeship programmes must complete the following steps to confirm eligibility:

Potential apprentices will attend an Information, Advice & Guidance (IAG) session with a member of our Client Engagement team to discuss their previous qualifications and experiences. They will also discuss their current job role as well as their aims and aspirations for the future. This session allows us to ensure that they are matched to a suitable apprenticeship programme. IAG sessions also provide information about the apprenticeship programme, including; Functional Skills, Off the Job training and End Point Assessment. Following this, they will be sent a welcome email with enrolment details. The email will include a link to Century; our dedicated Maths & English platform where they will be invited to complete some initial assessments.

They will then attend a sign-up session with one of our enrolment administrators. During this session they will be guided through the application process, which includes:

- An application form
- Initial assessments (Maths & English)
- Skill Scan
- This is Me form
- Additional Learning Support Application (if required)

Once the sign-up session is complete, the potential apprentice will attend their first teaching and learning session. An individualised training plan is created and shared with the apprentice and their employer confirming their planned start and end dates of the apprenticeship, all learning modules to be delivered along with the planned hours for these and the chosen End Point Assessment organisation.

Learning will commence from the planned start date, and they will be supported throughout the duration of their programme to **learn, achieve and excel.**

# Apprenticeship Journey (example)

## CUSTOMER SERVICE SPECIALIST (LEVEL 3)

These learning topics will be delivered via webinar sessions with your tutor. They will be via the Microsoft Teams platform and will be a maximum of two hours.



# Course Content

Session Title & Month/s	"Intent" (Session Contents) Knowledge, Skills, Behaviours & Functional Skills	"Impact" (Learner will be able to)	"Off-the-Job Training"				
1 Personal Development	<ul style="list-style-type: none"> <li>Understand time management techniques and tools</li> <li>How to prioritise activities and approaches to planning</li> <li>Able to create an effective personal development plan</li> <li>Use time management techniques to manage workload and pressure</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Respond effectively to detailed questions</li> <li>Communicate information, ideas and opinions clearly and accurately on a range of topics</li> <li>Express opinions and arguments and support them with evidence</li> <li>Identify meanings in texts and distinguish between fact and opinion</li> <li>Recognise that language and other textual features can be varied to suit different audiences and purposes</li> <li>Spell words used most often in work, study and daily life, including specialist words</li> <li>Communicate information, ideas and opinions clearly, coherently and accurately</li> </ul>	<ul style="list-style-type: none"> <li>Will have a clear development plan which aligns with learners' personal goals, learners apprenticeship and organisational objectives</li> <li>Will be able to support team members in creating a PDP</li> <li>Be able to manage workload effectively and be more productive mitigating stress and safeguarding mental health</li> <li>Will be able to use number skills to support the setting with everyday tasks</li> <li>Will be able to communicate ideas to colleagues</li> <li>Will be able to respond effectively to questions</li> <li>Will be able to use correct tense for observation writing</li> </ul>	<p>Research development opportunities in your organisation and sector.</p> <p>Identify the skills required for your own career development and complete a SWOT analysis</p> <p>8-16 hours</p>	4 Communication in the Workplace	<ul style="list-style-type: none"> <li>Use written and verbal communication to simplify and provide complex information in a way that supports positive customer outcome in the relevant format</li> <li>Use clear explanations, provide options and solutions to influence and help customers make choices and agree next steps</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Respond effectively to detailed questions</li> <li>Communicate information, ideas and opinions clearly and accurately on a range of topics</li> <li>Express opinions and arguments and support them with evidence</li> <li>Identify meanings in texts and distinguish between fact and opinion</li> <li>Recognise that language and other textual features can be varied to suit different audiences and purposes</li> <li>Spell words used most often in work, study and daily life, including specialist words</li> <li>Communicate information, ideas and opinions clearly, coherently and accurately</li> </ul>	<ul style="list-style-type: none"> <li>Be able to communicate to peers and colleagues at all levels in a variety of methods</li> <li>Be able to effectively chair meetings</li> <li>Be able to challenge others in a professional and effective manner</li> <li>Be able to clearly understand and utilise escalation channels to resolve problems, issues and concerns</li> <li>Will be able to use number skills to support the setting with everyday tasks</li> <li>Will be able to communicate ideas to colleagues</li> <li>Will be able to respond effectively to questions</li> <li>Will be able to use correct tense for observation writing</li> </ul>	Create a leaflet to give to colleagues on ways to support their communication ie; use the & C's
2 Business Knowledge & Understanding	<ul style="list-style-type: none"> <li>Understand the impact your service provision has on the wider organisation and the value it adds</li> <li>Understand your organisation structure and what role each department needs to play in delivering</li> <li>Understand your organisation's current business strategy in relation to customers and make recommendations for its future</li> <li>Understand the principles and benefits of being able to think about the future when taking action or making service related decisions</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Make relevant and constructive contributions to move discussion forward</li> <li>Adapt contributions to discussions to suit audience, purpose, medium</li> <li>Interject &amp; redirect discussion using appropriate language &amp; register</li> <li>Understand relationship between textual features &amp; devices, how they can be used to shape meaning for different audiences &amp; purposes</li> <li>Communicate information, ideas and opinions clearly, coherently and effectively</li> </ul>	<ul style="list-style-type: none"> <li>Be able to provide effective leadership for team members in different situations to support organisational strategies and support organisational improvements.</li> <li>To be able to identify changes in the sector and implement improvement to sustain a good customer service standard.</li> <li>Ability to consider the possible impact on their organisation of not considering the future in decision-making.</li> <li>Able to analyse the risks and opportunities to implementing change.</li> <li>Will be able to respectfully participate in group discussion</li> <li>Will be able to support with supply orders and quantities.</li> </ul>	<p>Research different organisations and how they have changed over the last 10- 15 yrs.</p> <p>Compare these changes to your organisation</p> <p>16-20 Hours</p>	5 Knowing Your Customers & Their Needs	<ul style="list-style-type: none"> <li>Know your internal and external customers and how their behaviour may require different approaches from you</li> <li>Understand how to analyse, use and present a range of information to provide customer insight</li> <li>Understand what drives loyalty, retention and satisfaction and how they impact on your organisation</li> <li>Understand different customer types and the role of emotions in bringing about a successful outcome</li> <li>Understand how customer expectations can differ between cultures, ages and social profiles</li> <li>Proactively gather customer feedback, through a variety of methods.</li> <li>Critically analyse, and evaluate the meaning, implication and facts and act upon it</li> <li>Analyse your customer types, to identify or anticipate their potential needs and expectations when providing your service</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Number Skills and Rounding</li> <li>Decimals</li> <li>Percentages and Calculations</li> <li>Fractions</li> </ul>	<ul style="list-style-type: none"> <li>Adaptation of approach to meet differing customer expectations</li> <li>Improvement in customer feedback</li> <li>Will demonstrate factors used to drive &amp; improve loyalty &amp; retention</li> </ul>	Create a newsletter for the your team providing news and updates on the customer experience
3 Providing a Positive Customer Experience	<ul style="list-style-type: none"> <li>Explore and interpret the customer experience to inform and influence achieving a positive result for customer satisfaction</li> <li>Demonstrate a cost conscious mind-set when meeting customer and the business needs</li> <li>Identifying where highs and lows of the customer journey produce a range of emotions in the customer</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Use a range of reference materials and appropriate resources</li> <li>Understand organisational features and use them to locate relevant information in a range of straightforward and complex sources</li> <li>Analyse texts, of different levels of complexity, recognising their use of vocabulary and identifying levels of formality and bias</li> <li>Write text of an appropriate level of detail and of appropriate length to meet the needs of purpose and audience</li> <li>Organise writing for different purposes using appropriate format and structure</li> <li>Convey clear meaning and establish cohesion using organisational markers effectively</li> </ul>	<ul style="list-style-type: none"> <li>Will portray a professional image and demonstrate its relationship with the organisations brand.</li> <li>Will provide additional solutions to customers and make recommendations based on their findings to enable improvement</li> </ul>	<p>Create a survey for your team to identify where they feel the customer experience can be improved.</p> <p>Arrange a team meeting to discuss how improvements can be implemented</p> <p>16-20 Hours</p>	6 Managing Conflict/ Challenging Conversations (Customer Service Performance)	<ul style="list-style-type: none"> <li>Manage challenging and complicated situations within your level of authority and make recommendations to enable and deliver change to service or strategy</li> <li>Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice</li> <li>Resolve complex issues by being able to choose from and successfully apply a wide range of approaches Find solutions that meet your organisations needs as well as the customer requirements</li> <li>Maintain a positive relationship even when you are unable to deliver the customer's expected outcome</li> <li>When managing referrals or escalations take into account historical interactions and challenges to determine next steps</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Probability</li> <li>Statistical Measures</li> <li>Perimeter and Area including circles</li> </ul>	<ul style="list-style-type: none"> <li>Improvement in customer feedback</li> <li>Increased team motivation</li> <li>Able to maintain a positive relationship with customers and colleagues</li> <li>Will be able to measure indoor space to ensure requirements are met according to the EYFS.</li> </ul>	Research and view Ted Talks and YouTube to view positive ways of managing conflict and how communication supports this
				7 Service Improvement & Data Analysis	<ul style="list-style-type: none"> <li>Understand what continuous improvement means in a service environment and how your recommendations for change impact your organisation</li> <li>Analyse the end to end service experience, seeking input from others where required, supporting development of solutions</li> <li>Make recommendations based on your findings to enable improvement</li> <li>Make recommendations and implement where possible, changes in line with new and relevant legislation, regulations and industry best practice</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Collecting and Representing Data</li> <li>Ratio and Proportion</li> <li>Properties of Angles and Shapes</li> </ul>	<ul style="list-style-type: none"> <li>Be able research and analyse customer service standards in comparison to their own, make judgements and recommendation</li> <li>Will be able to make suggestions to improve practice in relation to Health and Safety.</li> <li>Will be able to advise on how likely something is to happen</li> <li>Will be able to use statistical measures to work out the average of children who are developing at a good level and those achieving at a lower level.</li> </ul>	Research legislation and regulations which may impact on any changes to service improvements

<p><b>8</b> Customer Service Culture</p>	<ul style="list-style-type: none"> <li>Understand your business environment and culture and the position of customer service within it</li> <li>Understand your organisation structure and what role each department needs to play in delivering Customer Service and what the consequences are should things go wrong</li> <li>Understand how to find and use industry best practice to enhance your own knowledge</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Scale Diagrams</li> <li>Measures</li> <li>Algebra</li> </ul>	<ul style="list-style-type: none"> <li>Be able to communicate to team, industry best practice to improve and sustain a high standard of customer service</li> <li>-Will be able to create scale drawings of rooms in the setting</li> </ul>	<p>Create a newsletter/ announcement/poster to identify differing cultural events</p> <p>Research industry best practice and evaluate how your organisation compares</p> <p>16-20 Hours</p>	<p><b>12</b> Environmental Awareness</p>	<ul style="list-style-type: none"> <li>Customer Service and what the consequences are should things go wrong</li> <li>Understand how to find and use industry best practice to enhance your own knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Will be aware of and be able to identify changes in the sector which may impact of the customer environment and recommend development and changes to ensure service is sustainable</li> <li>Will be able to represent data for maximum affect</li> </ul>	<p>Research external factors which may impact on the sustainability of your organisation.</p> <p>Identify actions that can mitigate any negative impacts</p> <p>Work with line manager to prepare project proposal</p> <p>16-20 Hours</p>
<p><b>9</b> Business Focused Service Delivery</p>	<ul style="list-style-type: none"> <li>Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice</li> <li>Resolve complex issues by being able to choose from and successfully apply a wide range of approaches</li> <li>Find solutions that meet your organisations needs as well as the customer requirements</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Communicate information, ideas and opinions clearly and effectively, providing further detail and development if required</li> <li>Express opinions &amp; arguments, support them with relevant and persuasive evidence</li> <li>Use language that is effective, accurate, appropriate to context and situation</li> <li>Identify the different situations when the main points are sufficient and when it is important to have specific details</li> <li>Punctuate writing correctly using a range of punctuation marker</li> </ul>	<ul style="list-style-type: none"> <li>Be able to deliver long term value and sustainability for their organisation.</li> <li>Will be able to use information from feedback and recommend alternative methods which will improve results</li> <li>Will be able to use reflection to highlight areas of strengths and weakness in maths.</li> </ul>	<p>Discuss with your manager a business improvement approach and how this could be implemented in your setting</p> <p>16-20 Hours</p>	<p><b>13</b> Leadership &amp; Equality</p>	<ul style="list-style-type: none"> <li>Understand a range of leadership styles and apply them successfully in a customer service environment</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of different leadership style through a variety of models and theories and be able to adapt to different situations with differing team members. Lewin's, Adair's Action Centred Leadership, Situational Leadership</li> <li>Able to lead individuals and Teams to develop and achieve organisational individual &amp; operational objectives.</li> </ul>	<p>Complete OneFile Leadership Course Explore organisations strategy and analyse how this influences leadership styles within an organisation</p> <p>Shadow line manager delivering team strategy and objectives</p> <p>Read through and discuss with your mentor the H&amp;S and Equality and diversity policies and procedures in place</p> <p>16-20 Hours</p>
<p><b>10</b> Team Working</p>	<ul style="list-style-type: none"> <li>Work effectively and collaboratively with colleagues at all levels to achieve results.</li> <li>Recognise colleagues as internal customers</li> <li>Share knowledge and experience with others to support colleague development</li> </ul>	<ul style="list-style-type: none"> <li>Improved collaborative problem solving leading to better outcomes.</li> <li>Increased innovation which will support a team. Which will encourage personal growth, increase motivation and reduces stress.</li> <li>Will be able to use mathematical skills to solve everyday problems.</li> </ul>	<p>Complete Johari Window activity and reflect on results</p> <p>Research Belbin's Team Roles and identify roles within your team</p> <p>16-20 Hours</p>	<p><b>14</b> Coaching Team Members</p>	<ul style="list-style-type: none"> <li>Understand the benefits of coaching to support team members and improve performance</li> <li>Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively</li> </ul>	<ul style="list-style-type: none"> <li>To understand the concept of Coaching and the benefits for individuals and an organisation.</li> <li>Be able to coach team members using known coaching techniques. GROW &amp; OSCAR</li> <li>To be able to implement Coaching as development for team members and the wider organisation.</li> </ul>	<p>Read resource to develop wider knowledge fo Coaching techniques. Explore and identify, with line manager, team members where skills can be developed using coaching techniques</p> <p>Conduct research around successful coaches ie; You Tube clips</p> <p>Shadow colleague or peer conducting a coaching session</p> <p>16-20 Hours</p>
<p><b>11</b> Customer Journey</p>	<ul style="list-style-type: none"> <li>Understand and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience</li> <li>Understand the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention</li> <li>Understand the underpinning business processes that support you in bringing about the best outcome for customers and your organisation</li> <li>Understand commercial factors and authority limits for delivering the required customer experience</li> </ul>	<ul style="list-style-type: none"> <li>Will be able to identify commercial factors which will improve the</li> <li>Will escalate complex situations and issues through the correct channels and resolve problems and issues effectively</li> <li>Will adhere to SLA in turn ensuring a high standard of customer service is maintained (Inc quantities of resources)</li> </ul>	<p>Liaise with the commercial department/ manager and learn about what they do in order to sell your products/services in to make a profit and to grow and survive economically.</p> <p>Receive mentoring from line manager to gain understanding of commercial factors and how they influence your organisation</p> <p>16-20 Hours</p>	<p><b>15</b> Gathering &amp; Managing Data</p>	<ul style="list-style-type: none"> <li>Understand data security and management, and the effective use of technology in an organisation</li> </ul>	<ul style="list-style-type: none"> <li>Will have a sound understanding of organisational and legal frame works surround data security, what data is covered by GDPR and the consequences of breach of GDPR</li> <li>Will be able to use organisational technology to mitigate risks of data breach</li> </ul>	<p>Research different project tools. Explore with line manager suitable improvement project</p> <p>Explore stakeholders who may be involved in project</p> <p>16-20 Hours</p>



# GATEWAY & EPA

Session Title	"Intent" (Session Contents)	Transferable skills
<b>16</b>	<ul style="list-style-type: none"><li>• Gateway/ Complete end point assessment.</li></ul>	<ul style="list-style-type: none"><li>• Productivity</li></ul>
<b>17</b>	<ul style="list-style-type: none"><li>• 20min Presentation &amp; Questioning on topic set by EPA followed by 30min Q&amp;A. Topic received 7 days after Gateway,</li><li>• Presentation must be submitted within 10 working days of receipt.</li></ul>	<ul style="list-style-type: none"><li>• Verbal communication</li><li>• Written communication</li><li>• Active listening</li><li>• Problem solving</li><li>• Meets deadlines</li></ul>
<b>18</b>	<ul style="list-style-type: none"><li>• 60min Discussion around 50% of portfolio evidence. Evidence matrix &amp; portfolio evidence to be submitted at Gateway</li><li>• Practice presentation</li><li>• Create prompt notes for discussion</li></ul>	<ul style="list-style-type: none"><li>• Understanding and carrying out written instructions</li><li>• Teamwork</li><li>• Planning</li><li>• Organising</li><li>• Basic maths &amp; literacy skills.</li><li>• Time management</li><li>• Gathering information</li><li>• Recall</li><li>• Using initiative</li><li>• Following procedures</li><li>• Partnership working</li><li>• Passion</li><li>• Integrity</li></ul>
GATEWAY & EPA		



# END POINT ASSESSMENT INFORMATION

## WHAT IS GATEWAY?

**Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for a minimum of 1 year and 1 week and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is roughly 3 months, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessment will take place.**

Note: Gateway can only be achieved once the following has been met.

English and Maths at Level 2 (or equivalent) to be achieved

Completion of knowledge, skills and behaviours

Minimum OTJT recorded

Gateway declaration signed by apprentice, line manager and apprenticeship tutor



## WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is made up of a range of synoptic assessments which are completed at the end of the apprentices' programme, once they have achieved gateway requirements. EPA takes place to ensure the apprentice has the knowledge, skills and behaviours outlined in the apprenticeship standard in order to be occupationally competent.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. There are 3 available grades for this standard; **fail, pass and distinction.**

### Assessments which form EPA activities – Customer Service Specialist Level 3

<b>Apprentice Showcase</b>	2,500 written report or 45-minute presentation.
<b>Practical Observation</b>	60-minute observation of apprentice duties.
<b>Professional Discussion</b>	60-minute structured discussion.

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.



# DELIVERY



## WEBINARS

These will be delivered via the Microsoft Teams platform and will be a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The tutor will deliver a session on a particular topic and you will have the opportunity to have input through discussion and the use of the in-platform chat facility. These webinars will provide you with learning that counts towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning. Please note that webinars will be recorded and be stored securely on Onefile to evidence your learning and participation.



## 1:1 SESSIONS

These will be either face to face or carried out remotely via Microsoft Teams. They will provide you with dedicated time with your tutor to discuss your progress towards achieving your apprenticeship and any aspects where you may feel you need extra support or guidance. Your tutor will also provide you with feedback on any work that has been set and guide you towards the next steps in your apprenticeship programme. Your tutor can also guide you towards additional resources that stretch your knowledge and understanding of relevant topics. Off the job training will also be reviewed to make sure you are on track to meet the minimum requirement. All other work set will be reviewed and any additional support provided if needed. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to your OneFile portfolio as evidence towards completion of your apprenticeship.



## PROGRESS REVIEWS

These can either be face to face or remote and will require the involvement of your line manager. The reviews take place at least every 12 weeks and is intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide their input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the skills, knowledge and behaviours to improve your working practices. Targets will be set for completion of varying tasks, which can include developing softer skills or enhancing your maths, English and digital skills. Reviews are usually recorded and then stored on OneFile.



## ONEFILE ONLINE COURSES

These online courses are designed to provide essential knowledge information to continue to stretch and challenge you throughout the apprenticeship. They are designed to be completed in your own time and will have knowledge checks for each. These courses can also contribute to your apprenticeship standard in conjunction with work set by your tutor. They will help build your knowledge and can expand your understanding of the industry, as well as contributing to your off the job training.

\*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to your OneFile account, where only you, your manager and Learn Plus Us staff involved in your training can have access. These will not be shared outside of OneFile without your permission.

Group webinars will also be recorded and made available as a resource on OneFile. Other apprentices may access these files if they are unable to attend the live sessions.

# ESOL SUPPORT



“Teaching for me is not just a job – it is a vocation, a mission, a quest. There is no bigger reward, in my opinion, than that of seeing your learners progress and achieve their goals!”

Ava, Senior ESOL Tutor

At Learn Plus Us we are proud to have a highly skilled and dedicated ESOL team who are experienced at adapting their teaching to meet the specific English language needs for learners. Whilst we offer ESOL for Work courses separately to apprenticeship delivery, we do provide the option for apprentices to access ESOL support during their apprenticeship should they need it. We also offer in-house learning support for those with other additional learning needs or barriers to learning.

# SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your off-the-job-training, and track your progress towards achievement. Gone are the days of ring binders and plastic wallets, this is your one stop shop for Apprenticeship programmes.



CENTURY is an award-winning assessment, teaching and learning AI platform that has been developed by a team of experienced teachers, neuroscientists and technologists. This platform is where you will complete your initial assessments in English and Maths and it is used to determine the starting point for all potential apprentices. It will provide you with an individualised teaching and learning experience based on the results of your initial assessments.



# NEXT STEPS...

**Following successful completion of your apprenticeship, you will be able to progress to the following:**

- Team leading apprenticeship
- Operations/departmental manager apprenticeship

On completion of this apprenticeship you will be eligible to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.



# INTERESTED?

If you are interested in starting your apprenticeship journey? Please contact us at [sales@learnplusus.co.uk](mailto:sales@learnplusus.co.uk).

## Learn Plus Us

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Education & Skills  
Funding Agency



Apprenticeships



Department  
for Education