

CUSTOMER SERVICE

Advanced Apprenticeship in Customer Service

This Apprenticeship will provide your business and employee with skills and knowledge needed to enable your business to thrive. It is delivered in a flexible way, with both technical input and skills development usually with a day in college covering a wide variety of areas that include;

- Diploma in Customer Service (level 3)
- Functional Skills English (level 2)
- Functional Skills Maths (level 2)
- Functional Skills ICT (level 2)
- Personal Learning & Thinking Skills
- Employment Rights & Responsibilities

In addition to this a workplace Assessor will be allocated to your Apprentice and will visit your workplace regularly to assess workplace activities and assess your apprentice's occupational competence through gathering of evidence.

An Advanced Apprenticeship typically takes up to 12 months to complete.

Barking & Dagenham College also provide a wealth of Apprenticeship support to your business through regular reviews and contact provided by our dedicated Apprenticeship team.