

CUSTOMER SERVICE

Intermediate 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 covering a wide variety of areas that include;

- Diploma in Customer Service (level 2)
- Functional Skills English (level 1-2)
- Functional Skills Maths (level 1-2)
- Personal Learning & Thinking Skills
- Employment Rights & Responsibilities

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 Intermediate Apprenticeship typically takes up to 1 year 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.