



ADVANCED LEVEL APPRENTICESHIP IN CUSTOMER SERVICE



Competence

- **Level 3 NVQ Diploma in Customer Service**
- This qualification requires you to build a portfolio of evidence relating to what you do in your role. It will be assessed by a member of the Learning and Development team with support from assessors on centre. It can be completed within 12 months employment.



Knowledge

- **EDI Level 3 Certificate in Customer Service**
- This qualification is a set of written tasks which show your knowledge of the Customer Service Industry.



Technical

- **Employment Rights and Responsibilities**
- You are required to complete a workbook which covers Employment Legislation, how it affects you and what your rights are.



Key Skills

- **Maths Level 2**
- **English Level 2**
- Both of these are completed by a portfolio and test. The portfolio will be blended into other areas of the framework where possible. The test can be done on line, for instant results, or paperbased.