



Mercia
Management Ltd

BTEC LEVEL 3 DIPLOMA IN CUSTOMER SERVICE

COURSE OVERVIEW

This Apprenticeship is for experienced staff who liaise with customers to solve problems, and balance the needs of the customer and the business. This qualification consists of 6 mandatory units and optional units that can be selected to suit your business needs. Skills will be developed in the workplace which include underpinning knowledge and practical tasks.

TRAINING BENEFITS

On completion of this 15-18 month programme, Apprentices will demonstrate a range of customer service skills that will allow them to promote and develop products and services within the business.

WHAT GETS COVERED?

- NVQ Portfolio (Units tailored to job role)
- Communication Skills
- Developing Working Relationships
- Negotiating & Problem Solving
- Maths, English & ICT
- PLTS (Personal Skills)
- Employee Rights & Responsibilities



If you would like more information regarding apprenticeships or the services we provide then please contact us on 01902 713552, alternatively you can find out more information via our website.



Education & Skills
Funding Agency

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