

Bragd

The Art of Apprenticeships

T: 01173 258 676

www.bragd.co.uk

CUSTOMER SERVICE SPECIALIST



This apprenticeship will equip you with the critical skills needed to become a customer service expert and specialist in a range of environments including contact centres, online and offline retail and the service sector more generally.

During your programme you will learn how to:

- Ensure an outstanding customer journey by identifying, anticipating and delivering customer needs, wants and expectations
- Manage and resolve complicated situations and make appropriate recommendations to prevent future recurrences
- Apply a robust knowledge of psychology to positively manage the customer experience
- Apply a solutions-based approach to improving business processes using Kaizen and PDCA principles as part of a work based project.



LEVEL 3

Combines online learning, virtual or classroom training and on-the-job experience to develop real world skills using innovative technology.



12 MONTHS

Taught and supported by experts followed by mentoring through to end-point assessment, completed in the last few months of the programme.



8 CORE MODULES

Eight easy to follow modules teaching theory and practical applications, tailored towards the individual needs of the candidate.

Call Bragd now on 01173 258 676 or visit www.bragd.co.uk for more information.

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On successful completion of your apprenticeship, you will also gain the following qualification:

- Level 3 Diploma in Customer Service

You will also have the option to join the Institute of Customer Service as an Individual member at Professional level.

WHAT DOES 10:20:70 MEAN?

To give you the best possible apprenticeship experience, we use a 10:20:70 structure to plan your 'off-the-job' time as follows:

10% is made up of virtual or face-to-face workshops that provide an interactive 'kick start' to each topic

20% is made up of online study using our virtual learning platform as well as individual coaching and mentoring sessions and self directed learning

70% is made up of a range of 'knowledge-into-practice' work-based activities and projects, where we work with you to apply your new knowledge and skills in the real world.

This all prepares you for a smooth transition into your end point assessment. **What's not to like?**

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AS PART OF YOUR PROGRAMME, WE WILL ALSO:

Develop you holistically as a person - building your confidence and giving you crucial career skills that will enable you to perform at your best - every time. These can include emotional intelligence, project management, effective communication and stakeholder engagement.

Our success rates talk for themselves but talk is cheap. It's the doing that counts and we can do.

Contact the Bragd team by emailing hello@bragd.co.uk or by calling 01173 258 676 to find out more.

www.bragd.co.uk.

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