

"Businesses across the country are increasingly realising the benefits that apprentices create, not only in terms of a highly skilled workforce but also by boosting productivity and staff retention."

Matthew Coffey,
National Director for Learning and Skills, Ofsted



Level 2 Diploma in Customer Service with Jobwise Training

Customer service is an area that covers a large number of different roles where an employee has direct contact with the client. Having the right person in place can make a major difference to an organisation and their ability to meet their customers needs. The Level 2 Diploma in Customer Service will provide your staff with a basic understanding of requirements that are needed to be proficient in their role and give them the skills to succeed.

This is an intermediate level qualification suitable for staff who are dealing with customers on a day to day basis. It is available to new apprentices as well as current employees. As a work-based scheme the majority of the training is carried out on-the-job, meaning that the learner's new skills can be put into immediate use within your organisation. The Level 2 Diploma takes 12 months to complete.



Jobwise Training will work with you to ensure that the implementation and delivery of the course runs smoothly. We are able to work to the needs of your business, ensuring that you have input into the course content and the delivery schedule so that you can be confident of it meeting your needs now and into the future. A member of our team will look after you, providing a single point of contact should you have any questions or queries and keep up updated on the learner's progress throughout the duration of the course.

Are you interested in implementing a Level 2 Diploma in Customer Service into your organisation?

Contact Jobwise Training and a member of our team will be happy to provide you with more information.

Email: info@jobwisetraining.co.uk

Call: 0207 690 5000

At A Glance

- Course Length
12 months.
- Qualification
Level 2 Diploma in Customer Service.
This is an intermediate level course equivalent to 5 GCSE passes.

About Jobwise Training

Jobwise Training are a family-owned and run Training and Recruitment Provider. We have been supplying training to various industries across multiple occupational areas since 1979.

We are a private training provider and currently hold direct contracts with the Skills Funding Agency and Education Funding Agency. We hold one of the industry's highest success rates due to being quality focused and driven by the success of our learners.

Want To Take An Apprentice On?

Apprenticeships are work-based training programmes combining on and off the job learning that offer the opportunity for people to earn whilst they learn in a real job.

They have been developed alongside employers, ensuring the skills that the apprentice learn are relevant. Unlike some qualifications, the course can be tailored around the employers needs ensuring it's the right fit .

This qualification is available fully funded for new apprentices or people already in work aged 16 and above (subject to eligibility). In addition, if you are a business within Greater London, with under 49 staff, you may be eligible for a grant of £1,500 per Apprentice (aged 16 – 23) you employ. You can access up to 5 grants, totalling £7,500.

 **jobwisetraining**

Developing a stronger workforce for London's future

"Because apprenticeships are based in the workplace employers get the skills they really need. They are vital to the future success, not only of businesses across the Country but also for a vibrant economy."

David Frost, Director General,
British Chamber of Commerce

Level 3 Diploma in Customer Service with Jobwise Training

Do you want to ensure that your customers are getting the very best service from your staff? Are you interested in introducing a nationally recognised qualification into your organisation but don't know where to start? Jobwise Training have over 35 years experience in delivering recruitment and training solutions within London.

The Level 3 Diploma in Customer Service is a work-based training programme that we can tailor to the specific needs of your company, including a selection of specific modules to meet your the needs. It has been designed alongside employers for staff who already have some experience working within a customer service environment.



The training provided is on-the-job, meaning that the learner is able to use the new skills they are learning immediately in real world situations, rather than simply using case studies. This also ensures limited disruption to the regular working schedule as they learn in the role. It has been created with the modern workplace and the needs of today's businesses in mind, both in the content and the way it is delivered.

The Level 3 Diploma lasts 12 months and is available to new apprentices and current employees, meaning you can ensure a consistent level of training throughout your workforce.

By the end of the course the learner should be able to make a greater positive contribution in the workplace on both a personal and business level, increasing productivity and ensuring you have a committed and competent workforce now and into the future.

Introduce a Level 3 Diploma in Customer Service today.

Contact Jobwise Training and a member of our team will be happy to provide you with more information.

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Call: 0207 690 5000



At A Glance

- Course Length
12 months.
- Qualification
Level 3 Diploma in Customer Service.
This is an advanced level course equivalent to 2 A Level passes.

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