

START YOUR CAREER IN



CUSTOMER SERVICE

If you are a good communicator and enjoy helping people, then why not consider becoming a **CUSTOMER SERVICE ASSISTANT** or **ADVISOR**?

Working in customer service means you would deal with customer enquiries and complaints. You would often be a customer's first point of contact for your company.

YOU MAY DEAL WITH CUSTOMERS FACE-TO-FACE, OR HELP THEM OVER THE PHONE, BY EMAIL OR EVEN THROUGH SOCIAL MEDIA. GOOD 'PEOPLE SKILLS', A FRIENDLY APPROACH AND EXCELLENT COMMUNICATION SKILLS ARE ALL SEEN AS BENEFICIAL BY PROSPECTIVE EMPLOYERS.

YOUR ROLE MIGHT INCLUDE:

- Answering customer enquiries and ensuring they get to the right department
- Giving information and helping to solve problems
- Selling products or taking orders
- Arranging services for customers, such as booking courses
- Handling complaints and passing them on to a manager if required
- Entering customer information onto a computer database
- Taking payment for good or services
- Giving refunds





WHO IS SCL?

SCL is your local apprenticeship training provider. We work with a range of employers, including schools, sports coaching companies, sports academies and community sports trusts, to deliver apprenticeships that are role-specific and industry-relevant.

We can help you find the right employer, the right role and the right apprenticeship to kick-start your career in playwork.

SCL also offers apprenticeships in:

- Activity Leadership
- Playwork
- Supporting Learning and Teaching in Physical Education and School Sport

To find out more about apprenticeships with SCL visit www.wearescl.co.uk or check out the government's website for general information about apprenticeships www.getingofar.gov.uk



CUSTOMER SERVICE APPRENTICESHIP PATHWAY

Apprenticeships are a great way to build your skills, knowledge and practical experience of working in customer service as they combine practical, on-the-job training with study.

L2 A Customer Service Intermediate Level Apprenticeship will lead you to gain nationally-recognised qualifications in:

- ✓ Level 2 NVQ Certificate in Customer Service
- ✓ Level 2 Award in Employment Rights and Responsibilities

L3 A Customer Service Advanced Level Apprenticeship will lead you to gain nationally-recognised qualifications in:

- ✓ Level 3 NVQ Diploma in Customer Service
- ✓ Level 3 Award in Employment Rights and Responsibilities

Where apprentices do not already possess the desired Maths & English qualifications, the learner will complete the Functional Skills qualifications.

AS AN APPRENTICE YOU'LL:

- ✓ work alongside experienced staff
- ✓ gain job-specific skills
- ✓ earn a wage and get holiday pay
- ✓ study towards a related qualification (usually one day a week)

YOU CAN APPLY FOR AN APPRENTICESHIP WHILE YOU'RE STILL AT SCHOOL. TO START ONE, YOU'LL NEED TO BE:

- ✓ 16 or over
- ✓ living in England
- ✓ not in full-time education



TAKE OUR QUIZ TO FIND OUT IF CUSTOMER SERVICE IS RIGHT FOR YOU

To work as a customer service assistant or advisor, your 'people skills' will be just as important as your formal qualifications. Employers will look for a good general standard of education but excellent communication skills, a friendly personality and some IT skills will also be useful.

DO YOU HAVE...?

- A genuine interest in helping customers
- Patience and calmness under pressure
- Excellent communication skills
- The ability to handle complaints and difficult situations
- The ability to work as part of a team
- Computer and administration skills
- A polite, thoughtful and friendly attitude
- Basic maths skills

If you have answered 'yes' to most or all of these, then a role in customer service could be for you. To find out more about these apprenticeships or to register your interest, visit www.wearescl.co.uk

To find out more about a career in sports coaching visit www.nationalcareersservice.direct.gov.uk