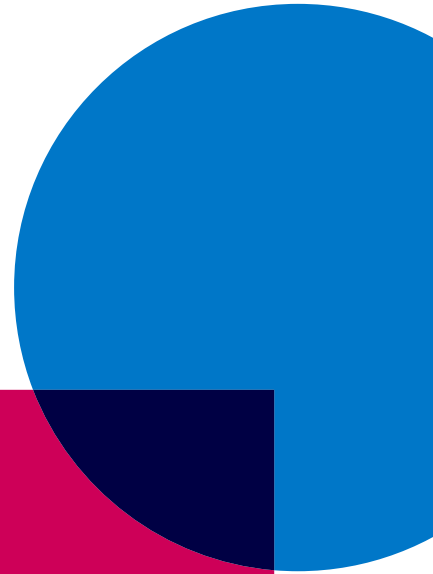


Customer Service
SmartScreen Factsheet
Level 3 Customer Service
Specialist: Apprenticeship
Training Manual



SmartScreen Factsheet

Level 3 Customer Service Specialist: Apprenticeship Training Manual

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Resources

This form-fillable PDF training manual aligns directly to the Customer Service standard and provides coverage of the key skills. It is an invaluable supporting resource which will help learners, tutors and employers in understanding what is required of them as part of the on-programme learning. In completing the tasks contained within the manual, which can be saved electronically, learners will gain first-hand experience of each and every standard required to deliver effective and quality customer service at this level. The manual includes:

- A guide of best practice use of the manual while on-programme
- Information on how the apprenticeship will be assessed
- A guide on how learners should use reflective practice to make the most of their learning
- A series of practical work-based tasks so that learners can relate their learning to their own experiences and organisation
- A list of key terms and glossary to aid learner understanding

- Suggested evidence to aid learners in preparing for the apprentice showcase

- Guidance on how to work towards distinction level

As the tasks can be completed away from the workplace, the manual also helps employers and providers in delivering the 20% off-the-job training requirement.

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