GPStrategies
SCOTTISH APPRENTICESHIPS™

Diploma in **Providing Customer Service**

SCQF Level 5

Skills Development Scotland

Why choose GP Strategies Scottish Apprenticeships?

20+ years of experience in delivering modern apprenticeships

Achievement rate 10% over the national average

Consistently ‘All Green with High Confidence’ across our External Verification visits

Effective remote delivery across the whole of Scotland

Fully accredited with Qualification Scotland

Employer benefits

Dedicated account manager with tailored consultation

Unlock potential by creating an adaptive and resilient workforce

Remote delivery providing flexible workplace options

83% of employers say they have seen improved productivity

79% of employers say this has boosted staff morale

72% of employers say this has helped with staff retention

Apprentice benefits

Earn while you learn

Industry-recognised qualification

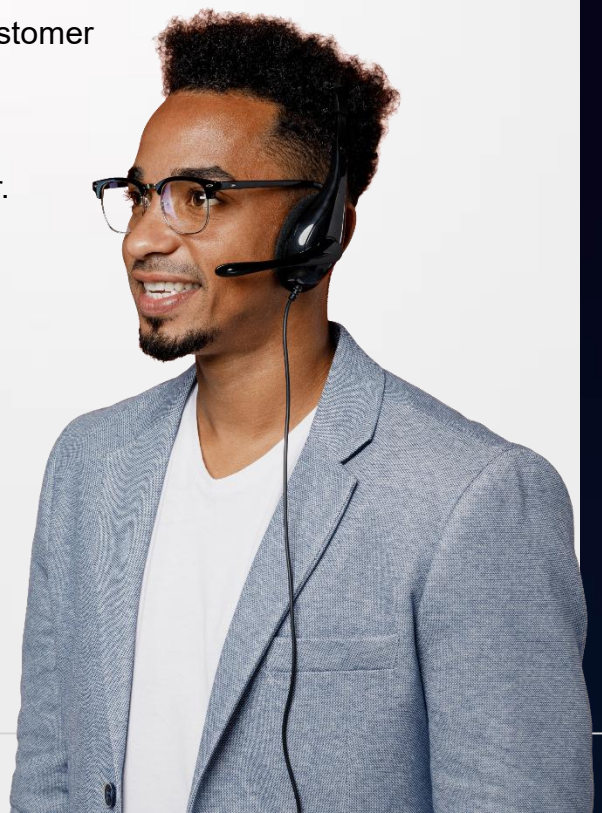
Support and guidance throughout

Enhanced career opportunities

The role of a customer service apprentice

This apprenticeship is designed to support individuals in intermediate customer service roles across a wide range of businesses, including small, medium, and large enterprises such as contact centres, venues, medical practices, and other customer-focused environments.

There are a number of customer service roles at this level, such as call centre agent, customer service advisor, receptionist, sales advisor.



Learning journey example

(The qualification includes 3 mandatory units and 5 optional units)

1. Providing customer service
2. Working as part of a team
3. Developing meta-skills and personal practice

Optional

4. Creating customer records
5. Maintaining customer records
6. Providing customer focused information and advice
7. Use bespoke software for dealing with customers
8. Processing customer payments

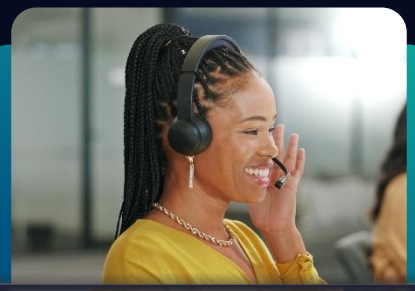
Evidence Gathering

Apprentices are supported and guided by a dedicated assessor throughout the apprenticeship programme.

Providing customer service

Candidates learn to deliver high-quality customer service experiences to customers, both internal and external, across all possible communication channels.

This involves practicing effective communication and interacting with customers in line with regulatory requirements and organisational policies and procedures.



Maintaining customer records

Candidates explore strategies for maintaining accurate customer records by updating records in response to information received.

This includes checking the accuracy of customer information and recording it. This might include maintaining contact details and logging conversations.

Providing customer focused information and advice

Candidates learn to provide information and advice that is tailored, current, and relevant to customers.

This involves communicating effectively with colleagues and customers and maintaining up-to-date knowledge about your organisation's products and services.

Use bespoke software for dealing with customers

Candidates learn how to navigate bespoke customer service software and how to communicate processes to customers as they use bespoke customer service systems.

This unit also explores the importance of how these bespoke software systems ensure that records of transactions are properly captured and saved. Candidates explore strategies for keeping customer satisfaction at the centre of an interaction despite having to work within the software.

These are just some of the topics that apprentices can work towards.
Your assessor will help you create a tailored programme to suit your needs.

Supplied by our partners

e-Portfolio

Our online portfolio is OneFile, which is easily accessible from any device at any time. This tool helps you gather evidence to build your portfolio, track your progress, and view any upcoming appointments booked with your assessor. Stay up to date with your progress, ask questions, and expand your knowledge with the click of a button.

Professional and Vendor Qualification

GP Strategies Scotland is an approved apprenticeship provider with Skills Development Scotland and Qualification Scotland. Additional training opportunities are available.

OneFile

Skills Development Scotland

Qualifications Scotland Approved Centre

What happens next?

Initial meeting

Establish customer requirement

Identify most suitable solution

Set up

Complete formal agreements

Apprentice induction and initial assessment

Awarding body registration

Programme commencement

Induction appointment with assessor

Candidate e-Portfolio assigned

First action plan created

Support and feedback

Regular meetings with assessor, remotely through Microsoft Teams, telephone, and email

Quarterly updates with account manager

Review and evaluation

13-week reviews are carried out with the manager, candidate, and assessor to reflect on progress, celebrate success, and discuss any issues.

Celebrate success

Completion certificates sent to apprentice

GPStrategies

SCOTTISH APPRENTICESHIPS™

If you would like any further information, contact:

scottishapprenticeships.com | hello@scottishapprenticeships.com

GP Strategies Scottish Apprenticeships – committed to equality and valuing diversity.

Skills Development Scotland | OneFile | Qualifications Scotland Approved Centre | INSTRUCTUS | CMI | aat Approved

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