

Diploma in Providing Customer Service

SCQF Level 6

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.

Roles at this level may include team leader, senior customer advisor, call centre agent, customer service advisor, receptionist, and sales advisor.



Learning journey example

(The qualification includes 2 mandatory units and 8 optional units)

1 Developing meta-skills and personal practice

2 Providing customer-centric service

Optional

3 Delivering customer service to challenging customers

4 Organising the delivery of reliable customer service

5 Monitoring and solving customer service problems

6 Using social media to engage with customers

7 Delivering and evaluating customer service

8 Working with others to improve customer service

9 Promoting continuous improvement

10 Monitoring health, safety, and security

Evidence Gathering

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



Delivering customer service to challenging customers

Candidates learn strategies for managing interactions with challenging customers, internally and externally.

They create behaviours and processes that maintain professionalism and enhance the customer experience during difficult situations.



Organising the delivery of reliable customer service

Candidates build skills to organise and maintain consistent, high-quality customer service.

They explore ways to manage resources, monitor customer reactions, and record service information to support reliability and improvement.



Using social media to engage with customers

Candidates explore strategies to engage customers through social media platforms in line with organisational policies.

They explore strategies for responding to queries, addressing feedback, and promoting the organisation online.



Working with others to improve customer service

Candidates learn how to collaborate with colleagues, suppliers, and partners to enhance customer service. They use communication techniques and teamwork strategies that lead to more effective service delivery.

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.



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



GP Strategies

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If you would like any further information, contact:
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GP Strategies Scottish Apprenticeships – committed to equality and valuing diversity.

