

LEVEL 3

CUSTOMER SERVICE APPRENTICESHIP

RETAIL SECTOR



Advance your career in retail with our **Level 3 Customer Service Apprenticeship**. Designed to equip learners with the advanced skills to deliver superior customer service and lead in a dynamic retail environment.



LEARNER BENEFITS

- ✓ Gain a recognised Level 3 Customer Service qualification
- ✓ Develop advanced customer service and supervisory skills
- ✓ Learn to lead, motivate and manage retail teams
- ✓ Build confidence, knowledge and practical experience
- ✓ Boost your career prospects in the retail industry



EMPLOYER BENEFITS

- ✓ Develop a skilled and confident retail team leader
- ✓ Enhance customer satisfaction and store performance
- ✓ Strengthen your workforce with nationally recognised qualifications
- ✓ Receive an Employer Bonus when the learner successfully completes the apprenticeship

Why Choose this Apprenticeship?



Retail Focussed



Leadership focussed



Enhance store performance skills



Drive sales & customer loyalty

PROGRAMME INFORMATION



DURATION
6 Months



WORK COMMITMENTS
Minimum 21 hours a week



ENTRY REQUIREMENTS
Grade C or above in Maths, English & ICT



SECTOR FOCUS
Retail



OUTCOME
Level 3 Customer service

Invest in your future, Build a Stronger Team