



**TOTAL PEOPLE**  
LEADERS IN LEARNING®

**CAREERS  
EDUCATION,  
INFORMATION,  
ADVICE AND  
GUIDANCE  
CUSTOMER  
SERVICE**

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# QUALIFICATIONS

## PATHWAYS FOR PROGRESSION

As a customer service professional, your main responsibility is to deliver high-quality service to customers. This can include daily activities such as dealing with orders and payments and offering advice and support to more specialist services, including handling complaints and queries. Working within the customer service profession you will strive for continuous improvement for customers and will enjoy working with and supporting a range of people. You will be required to communicate through a range of methods, such as face to face, or via telephone, email, post or social media. You could also work in a range of environments.

There are different options in relation to training programmes and courses that can help you progress and develop in your career. You could embark on an apprenticeship programme, for example. This may be with a training provider or college.



You could also choose to complete courses part time at college, such as Prepare to Deliver Excellent Customer Service or Level 2 Certificate in Principles of Customer Service.



## JOB ROLES AND CAREER PROGRESSION OPPORTUNITIES

### INTERMEDIATE ROLES

- Customer service adviser
- Checkout assistant
- Call centre representative
- Patient coordinator
- Receptionist

### ADVANCED ROLES

- Supervisor
- Team leader
- Client relationship specialist
- Deputy manager



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# TRANSFERABLE SKILLS AND BEHAVIOURS

## INTERMEDIATE

- Effective communication skills
- Using various approaches to build effective professional relationships
- Decision-making skills
- Ability to work flexibly and with agility
- Dealing with customer problems
- Using systems

## ADVANCED

- Managing people
- Change management
- Managing projects
- Managing stakeholder relationships
- Interpersonal skills
- Awareness of and management of self
- Decision-making and problem-solving skills
- Dealing with customer problems
- Using systems

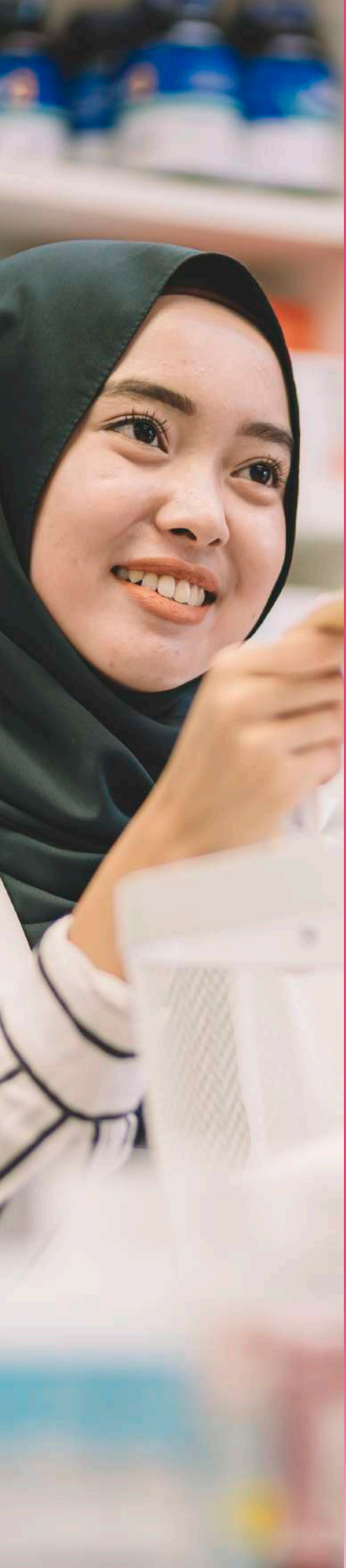


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# CAREER DEVELOPMENT USING TRANSFERABLE SKILLS

It is important to be able to recognise the skills and behaviours you are gaining at any level, as you will then be able to promote these to current and potential employers, as well as education providers.

People may change career path at any point and the skills and knowledge gained can often be transferred to another role. Communication skills, decision-making skills and interpersonal skills would be valued in any career.



## MATHS AND ENGLISH

These skills will be the foundation of a long and successful career, whichever vocation you choose in the future. Most jobs need people who can read and act on information confidently and communicate effectively with others (whether verbally or in writing). They also require some knowledge of maths for problem solving, whether that's in relation to money, estimating amounts, ordering or time management.

## WEBSITE AND CAREERS INFORMATION

### National Careers Service

The National Careers Service provides information on 25 job categories, including Retail and Sales. The service is free and provides information on how to enter the profession, the skills you need, what the job entails, progression opportunities and the average salary. [Click here](#) for more information.

### CV building

The National Careers Service also provides information on building a CV. It is great to keep an up-to-date CV for your current employer and for any future opportunities you may wish to pursue. [Click here](#) for more information.

### City & Guilds SmartScreen – Digital Learning

Digital learning allows learners to study at their own pace and in their own time, offering flexibility in lesson delivery and learning styles. Their content is interactive, including videos, quizzes and knowledge content for learners to work through independently. You will receive a login for SmartScreen once you have been registered for your qualification. [Click here](#) to find out more.

### UCAS

UCAS provides a wealth of independent careers information, advice and guidance. You can find out about different careers, apprenticeships and courses, as well as support guides that cover many aspects of student life. [Click here](#) for more information.

### IfATE

The Institute for Apprenticeships and Technical Education (IfATE) provides a range of information, including occupational maps. Visit the site [here](#) and select the occupational route you are interested in.



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Total People is part of LTE group.

LTE group is committed to equality of opportunity, non-discriminatory practices and supporting individual students.

