

Customer Service, Sales, Contact Centre and Advice & Guidance



A businesses first impression is really important and people working in customer facing roles have a huge impact on a customers experience!

Apprentices completing these qualifications can be working in a wide range of sectors using different forms of communication including face to face and over the phone.

Apprentices will be assessed in the workplace by our industry served assessing teams and have access to college resources to help with their studies.

Qualifications we offer

Course	Entry requirements	Typical duration	Study mode & assessment	Location
Level 2 Customer Service	Employed in a relevant industry	14 months	Work based assessment	Workplace
Level 3 Customer Service	Employed in a relevant industry	13 months	Work based assessment	Workplace
Level 2 Principles of Sales	Employed in a relevant industry	14 months	Work based assessment	Workplace
Level 3 Principles of Sales	Employed in a relevant industry	12 months	Work based assessment	Workplace
Level 2 Contact Centre Operations	Employed in a relevant industry	12 months	Work based assessment	Workplace
Level 3 Contact Centre Operations	Employed in a relevant industry	18 months	Work based assessment	Workplace
Level 3 Advice and Guidance	Employed in a relevant industry	18 months	Work based assessment	Workplace
Level 4 Advice and Guidance	Employed in a relevant industry	18 months	Work based assessment	Workplace

Top tip

Keep an eye on our Coleg Cambria Job Shop and Welsh Government Apprenticeship Vacancy Service for opportunities in this sector all year round!