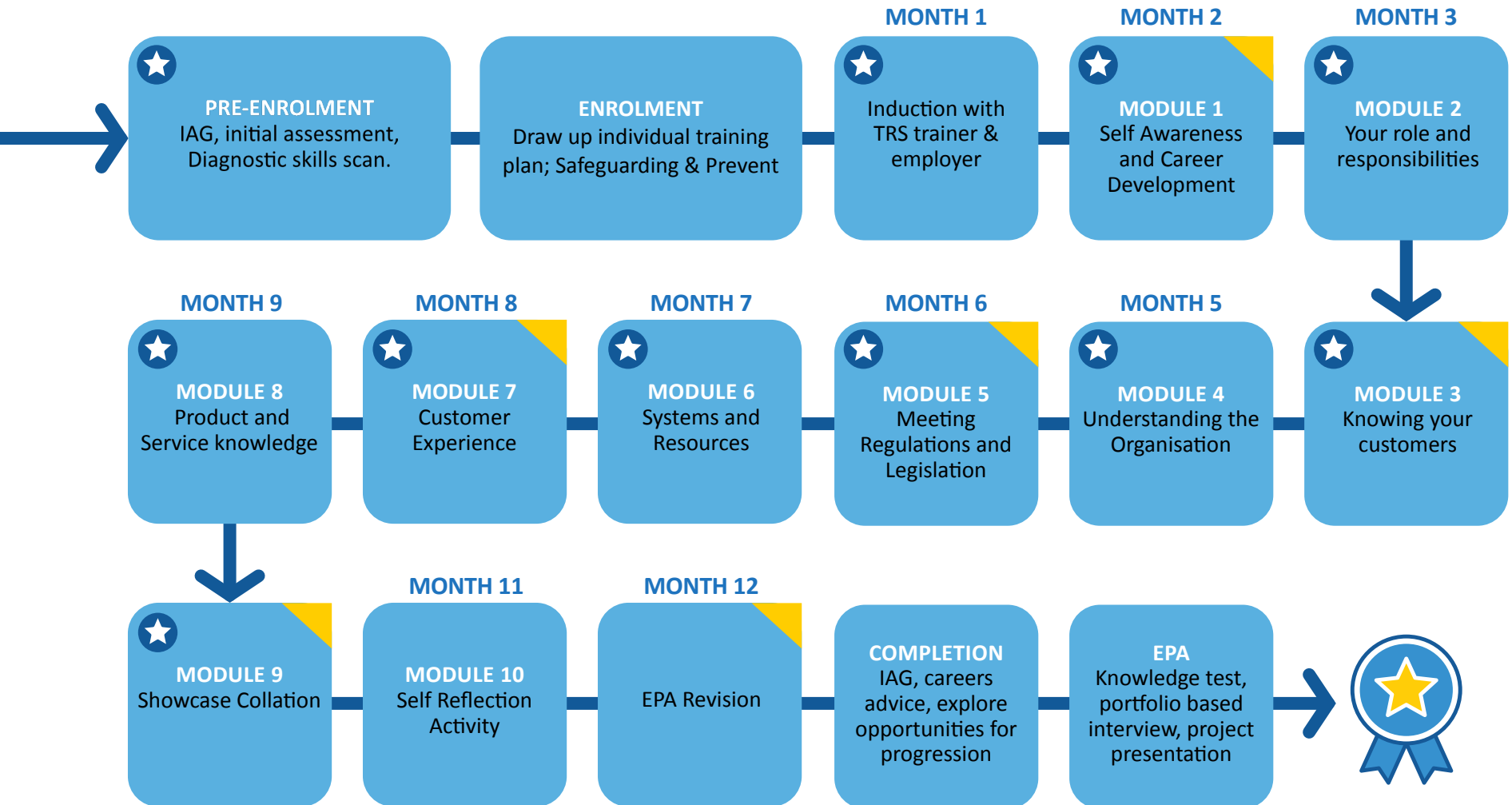


CUSTOMER SERVICE TIMELINE



This timeline may vary according to learner needs and progress.



Progress review

Written assignment & evidence collation after module completion

The learner has ongoing support from TRS tutor & company mentor throughout the programme. They undertake ongoing work-shadowing and access IAG support from tutor.