

## Customer Service Apprentice

An Apprenticeship is a mix of real work and learning. Apprentices earn a wage and get experience whilst working towards a number of qualifications. An Apprenticeship follows a Level 2 programme and can lead onto an Advanced Apprenticeship which is a Level 3 programme.

Customer Service is primarily aimed at candidates who undertake a customer service role and recognises that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing.

It is suitable for candidates:

- who have particular customer service and administrative job roles.
- who are working in a customer service environment.
- whose role is to provide service to customers.

### Progression

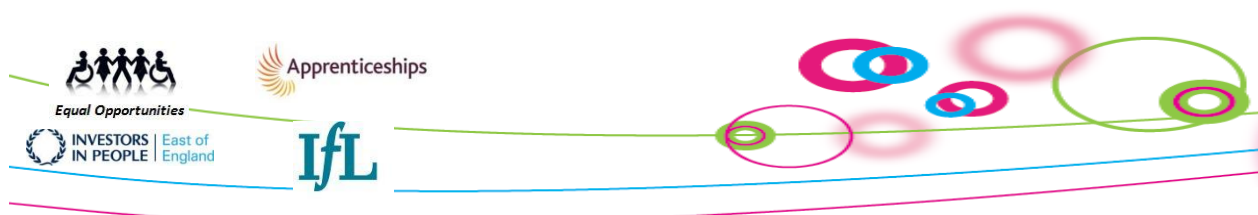
Candidates who have completed the Level 2 Certificate in Customer Service may progress to further learning by undertaking a Level 3 NVQ in a related discipline. Candidates may also progress to employment in a wide range of customer service roles as this qualification provides evidence of achievement of a range of practical skills, understanding and knowledge in Customer Service.

### Apprenticeship Framework

There are a number of elements to each Apprenticeship and this is called the framework. Each Apprenticeship framework has three main strands:

- Competence based element
- Knowledge element
- Skills element

The three strands are sometimes accompanied by additional qualifications to give the most relevant skills and knowledge required for the job.



## Customer Service Framework requirements

<b>Competence Based</b>	Level 2 NVQ Certificate in Customer Service		
QCF Credit Value	28		
Guided Learning Hours	192-200	Time Frame:	6-9 months
Assessment Methods	E-assessment, Portfolio of Evidence, Practical Demonstration Assignment		
Candidates must achieve 28 credits. 8 credits from the mandatory units and 20 credits from Optional units:			
Communicate using customer service language			
Follow the rules to deliver customer service			
Optional group units - <i>Credit Value required: Minimum 20</i>			
Candidates must select at least 1 unit from each optional group. A minimum of 11 credits from optional units must be at Level 2, the four groups to chose units from are:			
	<ul style="list-style-type: none"> <li>• Impression and Image</li> <li>• Delivery</li> <li>• Handling Problems</li> <li>• Development and Improvement</li> </ul>		

<b>Knowledge Based</b>	Certificate in Customer Service Level 2		
QCF Credit Value	13		
Guided Learning Hours	115	Time Frame:	6-9 months
Assessment Methods	Multiple Choice Examination Practical Demonstration / Assignment Delivery of effective customer service Supporting the customer service environment		

<b>Transferable Skills</b>			
Functional Skills	QCF Credit Value	Guided Learning Hours	Assessment Methods
Maths - Level 1		45	Exam
English - Level 1		45	Exam
ICT - Level 1		45	Exam
<b>Or</b>			
<b>Key Skills</b>			
Application of Number Level 1	N/A	N/A	Portfolio & Multi Choice Test
Communication Level 1	N/A	N/A	Portfolio & Multi Choice Test

Employment Rights and Responsibilities	Institute of Customer Service Checklist
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For further information or an application form call UK Training & Development on: 01442 230130 or email [marketing@uktd.co.uk](mailto:marketing@uktd.co.uk) Or apply online at [www.uktd.co.uk](http://www.uktd.co.uk)

