

## Customer Service Advanced Apprenticeship

The OCR Level 3 NVQ in Customer Service is aimed at candidates who will be delivering and managing service and will be accountable in the area of practice. Candidates will be working without direct supervision or on their own, such as in a commercial customer service environment.

It is suitable for candidates who:

- can influence what happens at work.
- uses the organisation's rules and systems flexibly to deliver good service.
- question the way things are done and suggest improvements.
- have good communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer.
- are aware of the commercial or other pressures facing the organisation/business.

### Progression

Candidates who have completed the Level 3 Certificate in Customer Service may progress to further learning by undertaking a Level 4 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 3 NVQ Diploma in Customer Service		
QCF Credit Value	42		
Guided Learning Hours	280-310	Time Frame:	12-18 months
Assessment Methods	E-assessment, Portfolio of Evidence, Practical Demonstration Assignment		
Candidates must achieve 42 credits. 12 credits from the mandatory units and 30 credits from Optional units:			
Communicate using customer service language			
Follow the rules to deliver customer service			
Candidates must select at least 1 unit from each optional group. A minimum of 10 credits from optional units must be at Level 3, 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 3		
QCF Credit Value	13		
Guided Learning Hours	105	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 2		45	Exam
English - Level 2		45	Exam
ICT - Level 2		45	Exam
<b>Or</b>			
Key Skills			
Application of Number Level 2	N/A		Portfolio & Multi Choice Test
Communication Level 2	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)

