

Apprenticeships in Customer Service

This Apprenticeship aims to enable learners to develop specific customer service skills and apply them in practical situations in the workplace.

The programme offers young people the opportunity to achieve City & Guilds and EDI qualifications in Customer Service and designated Key Skills whilst gaining practical work experience.

At the same time employers benefit from well-trained and motivated members of staff who can make a significant contribution to the company.

Apprentices follow an approved framework of training at Level 2 or Level 3 that will meet the different needs of both small and large organisations.

The framework consists of:

A National Vocational Qualification (NVQ) in Customer Service at Level 2 and/or Level 3 awarded by City and Guilds.

NVQs are nationally recognised qualifications; they are work-based and work relevant and build on practical experience gained in the workplace.

Key Skills

- **Level 2 Apprenticeship:** Application of Number and Communication both at Level 1
- **Advanced Apprenticeship:** Application of Number and Communication both at Level 2

Key Skills are transferable skills that enhance not just the young person's contribution in the workplace but also in everyday life. An external test may require to be taken by the young person depending on GCSE grades previously achieved.

Technical Certificate

These awards are designed to contribute to the knowledge and understanding for the NVQ whilst containing additional skills and knowledge which go beyond the scope of the NVQ standards. Assessment is by one on line test.

Entry requirements

All learners will have an initial assessment to determine appropriate level of qualification to be undertaken.



Content to be covered

NVQ Level 2 in Customer Service

Two mandatory units:

- Prepare yourself to deliver good Customer Service
- Provide Customer Service within the rules

Plus five optional units from a selection of topics including:

- Deal with customers by telephone
- Deliver reliable Customer Service
- Resolve Customer Service problems
- Develop Customer Service improvements

NVQ Level 3 in Customer Service

Two mandatory units:

- Understand Customer Service to improve service delivery
- Know the rules to follow when developing Customer Service

Plus six optional units from a selection of topics including:

- Organise the promotion of services or products to customers
- Organise the delivery of reliable Customer Service
- Process Customer Service complaints
- Gather, analyse and interpret customer feedback

Technical Certificates/Key Skills

Half day release (maximum 6) to cover the underpinning knowledge and preparation for completing on line test.

Staffing

Learners are regularly visited in the workplace by occupationally qualified Training Consultants for one to one coaching and assessment.

Resources

- > Occupationally competent staff.
- > Technical Certificate and Key Skills training sessions at Prescott Street including practice sessions for tests.

Recommended reading

Customer Services Level 2

By Sally Bradley

Customer Services Level 3

By Allan Woods, Lesley Hebrou & Sally Bradley

Duration of programme

12 to 18 months depending on experience.

Venue

- > 1:1 coaching and assessment carried out in the workplace.
- > Training facilities at Prescott Street.

For further information please contact us on:

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