

Name of Course:

Customer Service Apprenticeship

Awarding body:

City & Guilds

Qualification:

Level 2 Customer Service Apprenticeship



What is an Apprenticeship?

For learners Apprenticeships offer an opportunity to gain practical on-the-job experience and a chance to earn as they train. For employers they create the skilled, professional and highly motivated workforce that will give them the competitive edge.

What do I have to do to achieve the Level 2 Customer Service Apprenticeship?

To achieve a Customer Service Apprenticeship at Level 2 the following components are completed:

- Level 2 NVQ Certificate in Customer Service (4430)
- Level 2 Certificate in Customer Service (4417-02) also known as a Technical Certificate
- The Key Skills Application of Number at level 1 and Communication at level 1 (or Functional Skills at Level 1 in Maths and Level 2 in English)
- Employment rights and responsibilities workbook

What is the Level 2 NVQ Certificate/Diploma in Customer Service (4430)?

To achieve the Level 2 City & Guilds NVQ Certificate or Diploma in Customer Service you agree a programme of units that are linked to organisational image, problem solving, customer service delivery and development and improvement. There is an extensive range of units on offer and you can identify the most appropriate units and skill levels to meet your needs and job role.

What is the Level 2 Certificate in Customer Service (4417-02)?

Whilst the NVQ allows a wider selection of topics requiring demonstration of competence and understanding in a work environment, this certificate aims to develop knowledge and understanding of the principles of effective customer service and develop the practical skills required to support the customer service environment. There are two units:

- Delivery of Effective Customer. This unit will develop an appropriate knowledge and understanding of the principles of effective customer service.
- Supporting the Customer Service Environment. This unit will develop and apply practical skills required to support a customer service environment.

What are Key/Functional Skills?

Key/functional skills are a range of essential generic skills that underpin success in education, employment, lifelong learning and personal development. They are practical, applied skills relevant both to young people and to adult learners. The majority of learners work towards the key skill qualifications in Communication and Application of Number.

What is the Employment Rights and Responsibilities component?

ERR is a compulsory part of all Apprenticeship programmes to show that the Apprentice has had a full induction to the company or training programme, and are aware of those right and responsibilities that are essential in the workplace. Apprentices may be in the first job or be experienced in their role or industry, but this does not affect their ability to cover the knowledge required.

Do I have to be employed to do an Apprenticeship?

In order to undertake an Apprenticeship you need to be in a paid position which requires you to work for a minimum of 16 hours per week. Your employer will support you throughout your Apprenticeship and release you to study for the components of the course. You may learn at the workplace and/or at one of our learning centres.

How do I start?

If you have decided that a Customer Service Apprenticeship is for you, make an appointment with Lorna Lacey (details below) who will work closely with you to design a programme that best meets your individual needs. This will start with an analysis of your skills and work activities or long term aims regarding your employment and your employer's needs.

Is there a cost?

Funding may be available to support employees and employers with an apprenticeship.

How is the learning delivered?

You may attend tutor led sessions, work from manuals and/or over the Internet and the learning material is designed for you to work at your own pace as well as one to one support in the workplace. You will also be observed in the workplace carrying out activities related to your learning. Expect to work closely with your course tutor who will support you.

How is learning assessed?

There are several ways of assessing/achieving the individual components. These include prior achievement of contributing qualifications, taking set assessments, assignments, workplace observation and projects. The best solution for you and your employer will be explored at induction.

How long will the course take?

This depends entirely on you, your employer and how much time you are able to devote to your study. You set your own deadlines through discussion and review with your programme tutor. You can normally expect to spend a minimum of one year completing an apprenticeship but it could be shorter/longer depending on how hard you work!

What are the entry requirements?

You have to be 16+, in employment or starting work. Further questions and answers are supported on the National Apprenticeships Website at: <http://www.apprenticeships.org.uk/Be-An-Apprentice.aspx>

Where can you get further information?

Contact Lorna Lacey, Training Manager, on 07989 398016
or e-mail: llacey@pathfinder.org.uk