

Apprenticeship in Customer Service

This is an intermediate qualification for learners who are already working in a customer service environment. These will include job roles which are dedicated to customer service such as Customer Service Trainee, Customer Service Assistant, Customer Service Advisor, Customer Service Representative and Customer Service Agent. This scheme is funded by the Skills Funding Agency*.

The Customer Service Apprenticeship Framework consists of a City and Guilds Level 2 Certificate in Customer Service, Level 2 Technical Certificate in Customer Service and Functional Skills in Maths and English.



All training is delivered in the work place, at convenient times tailored to your organisation's needs. Training is flexible but learners and employers are required to commit to a minimum of 3 hours every month.

To register your interest, or find out more, call freephone **0808 2000 129** or email your contact details to enquiries@cadcentreuk.com

Apprenticeship in Customer Service Qualification Framework:

This framework meets the needs of learners who are already employed in a Customer Service environment. The framework provides learners with a cohesive suite of qualifications that will enable them to develop a solid understanding of how to work and communicate in any business environment. The framework will help learners to generate the required knowledge alongside practical skills to ensure reliable standards of competence and skills that are relevant and specific to the organisation. The framework includes three components (A) Certificate in Customer Service, (B) Technical Certificate in the Customer Service and (C) Functional Skills.

(A) Level 2 Certificate in Customer Service

This qualification gives the learner the opportunity to develop a broad skill set that will facilitate progression in the workplace and/or onto further learning. This qualification includes Mandatory and Optional units.

Mandatory Units

Unit 101 – Communicate using customer service language

Unit 201 – Follow the rules to deliver customer service

Optional Units - a minimum of 20 credits must be gained from the following:

Unit 202 – Communicate effectively with customers (5 Credits)

Unit 204 – Promote additional services or products to customers (6 Credits)

Unit 209 – Deal with customers face to face (6 Credits)

Unit 212 – Deliver reliable customer service (5 Credits)

Unit 213 – Deliver customer service on your customers premises (5 Credits)

Unit 215 – Deal with customers across a language divide (8 Credits)

Unit 219 – Resolve customer service problems (6 Credits)

Unit 220 – Deliver customer service to difficult customers (6 Credits)

Unit 221 – Develop customer service relationships (6 Credits)

Unit 224 – Support customers using on-line customer services (5 Credits)

(Further units are available for assessment please speak to your assessor for further information)

(B) Technical Certificate in Customer Service

This certificate meets the needs of learners wishing to work or already working in a customer service role. This certificate allows the learner to develop the essential knowledge of how to carry out every day as well as more complex customer service tasks. This technical certificate is completed with two mandatory units.

Mandatory Units

Unit 201 – Delivery of effective customer service (On-Line Test)

Unit 202 – Supporting the customer service environment

(C) Functional Skills in Maths and English

These skills have an important role to play in helping learners increase their employability skills and complete their learning program effectively.