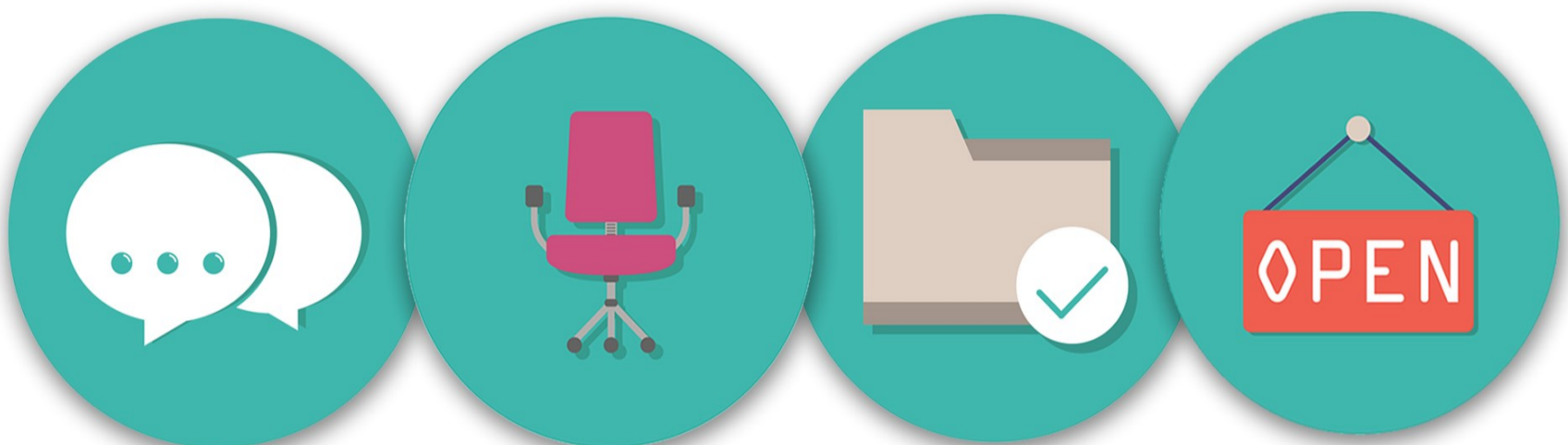


## FOUNDATION APPRENTICESHIP IN CUSTOMER SERVICE



This foundation level qualification is aimed at those working in a customer service environment to help improve the quality of the customer experience and gain customer loyalty.

The Customer Service Apprenticeship framework consists of a NOCN Level 2 Diploma in Customer Services, Essential Communication Skills and Essential Application of Number Skills.

Training is delivered in the workplace at convenient times and tailored to your organisation's needs. There may be elements of study required outside of scheduled visits, the CADcentre will provide workshops to support your training progress.

**CONTACT US FOR MORE INFORMATION AT:**

 **ENQUIRIES@CADCENTREUK.COM**

 **0808 2000 129**

# FOUNDATION APPRENTICESHIP IN CUSTOMER SERVICES

This framework meets the needs of candidates who are employed in customer services roles such as a customer service assistants, customer service advisors, contact centre operatives and receptionists. This qualification is flexible in its coverage of individual industries and meets the demand for higher levels of customer service skills understanding the key concepts of this sector. The framework consists of two components:



## DIPLOMA IN CUSTOMER SERVICES

To achieve the Level 2 in Customer Services, candidate must complete all units from the mandatory group and a minimum 26 credits from the optional groups as follows: A minimum of 3 credits from optional Group A, a minimum of 16 credits from Optional Group B and a maximum of 7 credits from optional group C.

### MANDATORY

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisations
- Manage personal performance and development

### OPTIONAL UNITS GROUP A\*

- Communicate verbally with customers (3 credits)
- Communicate with customers in writing (3 credits)

\*Further units are available for assessment

### OPTIONAL UNITS GROUP B\*

- Deal with incoming telephone calls from customers (3 credits)
- Make telephone calls to customers (3 credits)
- Promote additional products and/or services to customers (2 credits)
- Process information about customers (3 credits)
- Exceed customer expectations (3 credits)
- Deliver customer service whilst working on customers premises (4 credits)
- Resolve customer service problems (5 credits)
- Deliver customer service to challenging customers (3 credits)
- Develop customer relationships (3 credits)
- Support customer service improvements (3 credits)
- Support customers through real-time online customer service (3 credits)

\*Further units are available for assessment

### OPTIONAL UNITS GROUP C\*

- Health and safety procedures in the workplace (2 credits)
- Provide reception services (3 credits)
- Develop working relationships with colleagues (3 credits)
- Processing sales orders (2 credits)
- Meeting customer after sales needs (3 credits)
- Handling objections and closing sales (3 credits)

\*Further units are available for assessment



## ESSENTIAL SKILLS WALES

Essential skills are an important part of your qualification and aim to develop your literacy and numeracy. These skills are highly valued by employers.

### Essential Communication Skills

Aims at developing and demonstrating skills in:

- Speaking and Listening
- Reading
- Writing

To achieve the Essential Communication Skills qualification, candidates are required to demonstrate their skills through both a controlled task and confirmatory test.

### Essential Application of Number Skills

Aims at developing and demonstrating skills in:

- Understanding Numerical Data
- Carrying out Calculations
- Interpreting and Presenting Results and Findings

To achieve the Essential Application of Number Skills qualification, candidates are required to demonstrate their skills through both a controlled task and confirmatory test.