



# Customer Service – Level 2

## Apprenticeship Learning Programme

**Organisation Responsible:** Institute of Customer Service

**Apprenticeship framework requirements:**

<b>NVQ:</b> <i>Awarding Body: City &amp; Guilds</i>	Customer Service Level 2
<b>Key Skills</b> <i>Awarding body: City &amp; Guilds</i>	Application of Number Level 1 Communication Level 1
<b>Technical Certificate:</b> <i>Awarding Body: City &amp; Guilds</i>	Level 2 Certificate in Customer Service
<b>Employment Responsibilities and Rights:</b>	ERR is covered in a combination of the NVQ, the Technical Certificate and Induction.

**Certification:** On completion of the above programme the Learner will receive a nationally recognised Certificate for each of the above disciplines.

**Apprenticeship:**

Apprenticeships are nationally designed training programmes for those who have already left full time education or are already in employment. They provide a combination of on and off-the-job training whilst being paid.

They are intended to provide an integrated programme of learning leading to the acquisition and application of the skills, knowledge and understanding required by employers.

The completion of an Apprenticeship framework shows both current and potential employers that the holder has achieved competence in the skills covered by the Apprenticeship, has demonstrated the knowledge required by the Apprenticeship and has attained the level of transferable skills required by all Apprenticeships.

**NVQ:**

National Vocational Qualifications (NVQ's) are qualifications that reflect the skills, knowledge and understanding of individuals 'specific areas of work' – in this case Customer Service. They are expressed in terms of competences and are assessed in the workplace.



The NVQ in Customer Service is gained by assessment of performance in the workplace. Learners will have to claim competence against the Standards for the work that they do. They will also have to reflect on what they do and identify opportunities for change and improvement. The evidence they will need to generate mainly comes from everyday tasks. However, observation and witness statements from customers, peers and managers are also important pieces of evidence.

To achieve the NVQ you will complete the two mandatory units and select, with the help of your assessor, any 5 from the 17 optional units listed below.

### **Mandatory Units**

- 101 – Prepare yourself to deliver good customer service
- 105 – Provide customer service within the rules

### **Optional Units**

- 106 – Recognise and deal with customer queries, requests and problems
- 201 – Give customers a positive impression of yourself and your organisation
- 202 – Promote additional products or services to customers
- 203 – Process customer service information
- 204 – Live up to customer service promise
- 205 – Make customer service personal
- 206 – Go an extra mile in customer service
- 207 – Deal with customers in writing or using ICT
- 208 – Deal with customers face to face
- 209 – Deal with customers by telephone
- 210 – Deliver reliable customer service
- 211 – Deliver customer services on your customers' premises
- 212 – Recognise diversity when delivering customer service
- 213 – Resolve customer service problems
- 214 – Develop customer relations
- 215 – Support customer service improvements
- 216 – Develop personal performance through delivering customer service

## **Technical Certificate:**

### **Units**

- 001 – Customer service principles
- 002 – Develop, maintain and support customer service environment
- 003 – Maintain procedures, services and processes for customers

On line multiple choice test on Effective Customer Service Level 2

## **Key Skills:**

### **Mandatory**

- Communication Level 1
- Application of Number Level 1

### **Optional (not required for the framework but will give additional certificates)**

- Working with Others Level 2
- Improving own Learning and Performance Level 2
- Problem Solving Level 2

