

APPRENTICESHIP Customer Service



TRAINING
L I M I T E D

CUSTOMER SERVICE

A 12 to 15 month programme, which includes structured on and off-the-job training provided by the employer.

WHO THE QUALIFICATION IS FOR?

This qualification would be appropriate to anyone aged 16 and above with an interest in customer service and is seeking, or already has employment with a local employer.

ENTRY REQUIREMENTS

Applicants should preferably have at least two GCSEs at Grades A* - D and an interest in customer service. Acceptance onto the programme will be subject to successfully completing an initial assessment and interview.

WORK PLACEMENT / EMPLOYMENT

We will help you secure a suitable position with a local employer who will support you throughout your apprenticeship and pay you a wage. This will be negotiated with your employer at the start of your apprenticeship but will be a minimum of £2.50 per hour.

ASSESSMENT

The NVQ will be assessed through a combination of observation of your performance; evidence collected in the workplace and knowledge questions. There will also be examinations to take for the Technical Certificate and the Key Skills.

PROGRESSION

Candidates who complete this qualification can progress onto an Advanced Apprenticeship in Customer Service.

HOW DO I APPLY?

If you are interested then contact our Recruitment Officer, Louise Benson at RWP who will discuss the programme with you and answer any questions you may have.

Alternatively, you can visit our web site www.rwp.co.uk for more information or to register on-line.

PROGRAMME CONTENT

Level 2 NVQ Certificate in Customer Service

8 credits must be completed from the following Mandatory Units:

- Communicate using customer service language
- Follow the rules to deliver customer service

A further 20 credits must be achieved by completing a minimum of one unit from each optional group.

Examples include:

THEME 1 – Impression and Image

- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or electronically

THEME 2 - Delivery

- Deliver reliable customer service
- Deliver customer service on your customers' premises
- Recognise diversity when delivering customer service

THEME 3 - Handling Problems

- Recognise and deal with customer queries, requests and problems
- Resolve customer service problems

THEME 4 – Development and Improvement

- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service

Plus

Key Skills

Communication Level 1
Application of Number Level 1

Plus

Technical Certificate

Level 2 Certificate in
Customer Service (EDI)

Plus

Additional Qualification

Employment Rights and Responsibilities

RWP TRAINING LIMITED

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