

Apprenticeship in Customer Service Level 2

The Customer Service Apprenticeship is based on a national framework of skills that covers the core range of everyday customer service skills.

This qualification is aimed at individuals where customer service is part of their everyday job. They do not have to be carrying out a particular customer service role, but they should be committed to offering the best service to their customers. The Customer Services aspects of their role could be internal or external, face to face or via telephone.

The customer is described as anyone that the individual provides a service to.

The Apprenticeship is available to those individuals 16 years of age and above, who work more than 16 hours per week and who do not hold a qualification higher than a Level 4 (which is the equivalent to a degree).

On completion of the framework the candidate will receive the following qualifications:

- OCR Level 2 Certificate in Customer Service
- OCR Level 2 NVQ in Customer Service
- Customer Service Foundation Modern Apprenticeship
- Key Skills - Application of Number Level 1 and Communication Level 1

OCR Level 2 NVQ in Customer Service

course details

Mandatory Units (2)

- Customer service foundations
 - Prepare yourself to deliver good customer service
 - Provide customer service within the rules

Optional Units (5)

(Select at least one from each section)

Impression and Image

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

Delivery

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

Handling Problems

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

Development and Improvement

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

Technical Certificate: OCR Level 2 Certificate in Customer Service

The Technical Certificate consists of 2 units which will be delivered within the workplace by your PDM. There will be specific assessment criteria in each unit that can be met by generating evidence in a similar way to that of the NVQ, e.g, reports, case study, observation and witness testimony. The candidate must complete an evidence checklist to demonstrate progress and completion. The units are as follows:

course units

Unit 1: Preparing to deliver customer service

- Describe your organisation and its sector
- Identify your customers and their expectations
- Provide information on the products and services the organisation provides

Unit 2: Delivering customer service

- Give examples of procedures and work instructions
- Describe security measures and identify health and safety risks
- Investigate and describe specific regulations/laws

The evidence generated for the 2 units will cross reference directly into mandatory units 1 and 5 of the OCR NVQ.

Key Skills

course units

Key Skills are a range of essential skills that are critical to succeed in the workplace today. There are two Key Skill areas (Communication and Application of Number) which participants complete through a combination of work-based assessments and a final test.

Mandatory Units (2)

- Application of Number (Level 1)
- Communication (Level 1)

Delivery

Key Skills will be completed during the assessor visits.

Recommended Time on Framework:

The recommended time to complete the Apprenticeship framework is 12 months.

Course Delivery:

An Assessor will visit the candidate at their workplace at least once every 3 weeks for a minimum of one and half hours. In addition to this, they will be set approximately 4 hours worth of work to complete before the next months meeting.