

## Foundation Apprenticeship in Customer Service Level 2

This programme is primarily aimed at candidates who undertake a customer service role and recognises that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing. It is suitable for candidates:

- Who have particular customer service and administrative job roles
- Who are working in a customer service environment
- Whose role is to provide service to customers

On completion of this apprenticeship you will achieve the following:

- Foundation Apprenticeship in Customer Service
- OCR Level 2 NVQ Certificate in Customer Service
- C&G Level 2 Certificate in Customer Service
- Essential Skills Wales - Application of Number Level 1 and Communication Level 1

## Competence component OCR Level 2 NVQ Certificate in Customer Service

To achieve a Level 2 NVQ Certificate in Customer Service, you will complete a minimum of 6 units where at least one is required from each theme of Optional units:

### course units

#### Mandatory Units

- F1 Communicating using customer service language
- F2 Follow the rules to deliver customer service

#### Optional Units

##### Theme: Impression and Image

- A1 Maintain a positive and customer-friendly attitude
- A2 Adapt your behaviour to give a good customer service impression
- A3 Communicate effectively with customers
- A4 Give customers a positive impression of yourself and your organisation
- A5 Promote additional services or products to customers
- A6 Process information about customers
- A7 Live up to the customer service promise
- A8 Make customer service personal
- A9 Go the extra mile in customer service
- A10 Deal with customers face to face
- A11 Deal with incoming telephone calls from customers
- A12 Make telephone calls to customers

A13 Deal with customers in writing or electronically

A14 Use customer service as a competitive tool

A15 Organise the promotion of additional services or products to customers

A16 Build a customer service knowledge set

##### Theme: Delivery

B1 Do your job in a customer-friendly way

B2 Deliver reliable customer service

B3 Deliver customer service on your customer's premises

B4 Recognise diversity when delivering customer service

B5 Deal with customers across a language divide

B6 Use questioning techniques when delivering customer service

B7 Deal with customers using bespoke software

B8 Maintain customer service through effective hand over

B9 Deliver customer service using service partnerships

B10 Organise the delivery of reliable customer service

B11 Improve the customer relationship

**Theme: Handling Problems**

C1 Recognise and deal with customer queries, requests and problems

C2 Take details of customer service problems

C3 Resolve customer service problems

C4 Deliver customer service to difficult customers

C5 Monitor and solve customer service problems

C6 Apply risk assessment to customer service

C7 Process customer service complaints

**Theme: Development and Improvement**

D1 Develop customer relationships

D2 Support customer service improvements

D3 Develop personal performance through delivering customer service

D4 Support customers using on-line customer services

D5 Buddy a colleague to develop their customer service skills

D6 Develop your own customer service skills through selfstudy

D7 Support customers using self-service technology

D8 Work with others to improve customer service

D9 Promote continuous improvement

D10 Develop your own and others' customer service skills

D11 Lead a team to improve customer service

D12 Gather, analyse and interpret customer feedback

D13 Monitor the quality of customer service transactions

## Knowledge component C&G Level 2 Certificate in Customer Service

This component consists of 2 units which will be delivered within the workplace by your Assessor.

To achieve a Level 2 Certificate in Customer Service, you must complete the 2 mandatory units:

**Mandatory Units**

- Delivery of effective customer service
- Supporting the customer service environment

## **Course Delivery:**

An Assessor will visit the candidate at their workplace, at least once a month for a minimum of one hour. Targets will be agreed for you to complete between each assessment visit.

## **Essential Skills Wales**

There are two areas which you will complete through a combination of work-based assessments and assignments:

- Application of Number Level 1
- Communication Level 1

## **Recommended Time on Framework:**

The recommended time to complete the Foundation Apprenticeship framework is 14 months.