

Foundation Modern Apprenticeship in Customer Service

Level 2

This qualification is aimed at individuals where customer service is part of their work. 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 is described as anyone that the individual provides a service to.

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

Level 2 National Vocational Qualification in Customer Service

Two Mandatory units and five optional units must be selected with at least one from each section.
(TOTAL SEVEN UNITS)

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

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

Delivery

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

Handling Problems

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

Development and Improvement

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

Course Delivery:

An Assessor will visit the candidate at their workplace, at least once a month for a minimum of one hour. In addition to this, they will be set approximaely 4 hours worth of work to complete before the next months meeting.

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 Assessor. 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

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

Optional Units (Level 1,2,3 or 4)

- Information Technology
- Working with Others
- Problem Solving
- Improving Own Learning and Performance

Key Skills

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

course units

Mandatory Units

- 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 Modern Apprenticeship framework is 18 months.