

Qualification Information

Customer Service



May 2011

Apprenticeships Explained

The purpose of this section is to explain and provide a clear understanding of the components that make up the apprenticeship for Customer Service.

Description of Apprenticeship Framework

The Framework specifies the main components set by the awarding body which include:

- NVQ Levels 2 & 3
- Technical Certificate Levels 2 & 3
- Functional Skills/Key Skills Level 1 & 2 (Maths & English)

Customer Service Learner Journey

There is one route within this qualification at level 2 & 3

Customer Service Learner Journey NVQ Level 2

The Customer Service NVQ is based upon Mandatory (M) and Optional (O) units which can be chosen depending upon the learners ability (usually determined by the position held and responsibilities) to prove competence within the area. It also enables employers to choose areas which they wish to focus on improving competence.

A minimum of 28 credits is required to achieve the Level 2 in Customer Service. 8 credits from 2 mandatory units, a further 20 credits must be achieved by completing a minimum of one unit from each optional group. Note: A minimum of 11 credits must be at level 2.

Group A: Mandatory Units

	Credits
F1 - Communicate using customer service language	4
F2 - Follow the rules to deliver customer service	4

Group B Optional Units

	Credits
A1 - Maintain a positive and customer friendly attitude	5
A2 - Adapt your behaviour to give a good customer service impression	5
A3 - Communicate effectively with customers	5
A4 - Give customers a positive impression of yourself and your organisation	5
A5 - Promote additional services or products to customers	6
A6 - Process information about customers	5
A7 - Live up to the customer service promise	6
A8 - Make customer service personal	6
A9 - Go the extra mile in customer service	6
A10 - Deal with customers face to face	5
A11 - Deal with incoming telephone calls from customers	5
A12 - Make telephone calls to customers	6
A13 - Deal with customers in writing or electronically	6
A14 - Use customer service as a competitive tool	6
A15 - Organise the promotion of additional services or products to customers	7
A16 - Build a customer service knowledge set	7

Group C Optional Units		Credits
B1	- Do your job in a customer – friendly way	5
B2	- Deliver reliable customer service	5
B3	- Deliver customer service on your customers premises	5
B4	- Recognise diversity when delivering customer service	5
B5	- Deal with customers across a language divide	8
B6	- Use questioning techniques when delivering customer service	4
B7	- Deal with customers using bespoke software	5
B8	- Maintain customer service though effective handover	4
B9	- Deliver customer service using service partnerships	6
B10	- Organise the delivery of reliable customer service	6
B11	- Improve the customer relationship	7

Group D Optional Units		Credits
C1	- Recognise and deal with customer queries, requests and problems	5
C2	- Take details of customer service problems	4
C3	- Resolve customer service problems	6
C4	- Deliver customer service to difficult customers	6
C5	- Monitor and solve customer service problems	6
C6	- Apply risk assessment to customer service	10
C7	- Process customer service complaints	6

Group E Optional Units		Credits
D1	- Develop customer service relationships	6
D2	- Support customer service improvements	5
D3	- Develop personal performance through delivering customer service	6
D4	- Support customers using on-line customers services	5
D5	- Buddy a colleague to develop their customer skills	5
D6	- Develop your own customer service skills through self study	6
D7	- Support customers using self-service technology	5
D8	- Work with others to improve customer service	8
D9	- Promote continuous improvement	7
D10	- Promote your own and others customer service skills	8
D11	- Lead a team to improve customer service	7
D12	- Gather, analyse and interpret customer feedback	10
D13	- Monitor the quality of customer service transactions	7

Customer Service Learner Journey NVQ Level 3

The Customer Service NVQ is based upon Mandatory (M) and Optional (O) units which can be chosen depending upon the learners ability (usually determined by the position held and responsibilities) to prove competence within the area. It also enables employers to choose areas which they wish to focus on improving competence.

A minimum of 42 credits is required to achieve the Level 3 in Customer Service. 12 credits from 2 mandatory units, a further 30 credits must be achieved by completing a minimum of one unit from each optional group. Note: A minimum of 10 credits must be at level 3.

Group A: Mandatory Units	Credits
F3 - Demonstrate understanding of customer service	6
F4 - Demonstrate understanding of the rules that impact on improvements in customer service	3

Group B Mandatory Specialist Units	Credits
A3 - Communicate effectively with customers	5
A4 - Give customers a positive impression of yourself and your organisation	5
A5 - Promote additional services or products to customers	6
A6 - Process information about customers	5
A7 - Live up to the customer service promise	6
A8 - Make customer service personal	6
A9 - Go the extra mile in customer service	6
A10 - Deal with customers face to face	5
A11 - Deal with incoming telephone calls from customers	5
A12 - Make telephone calls to customers	6
A13 - Deal with customers in writing or electronically	6
A14 - Use customer service as a competitive tool	6
A15 - Organise the promotion of additional services or products to customers	7
A16 - Build a customer service knowledge set	7
A17 - Champion customer service	10
A18 - Make customer service environmentally friendly and sustainable	11

Group C Optional Units	Credits
B2 - Deliver reliable customer service	5
B3 - Deliver customer service on your customers premises	5
B4 - Recognise diversity when delivering customer service	5
B5 - Deal with customers across a language divide	8
B6 - Use questioning techniques when delivering customer service	4
B7 - Deal with customers using bespoke software	5
B8 - Maintain customer service through effective handover	4
B9 - Deliver customer service using service partnerships	6
B10 - Organise the delivery of reliable customer service	6
B11 - Improve the customer relationship	7
B12 - Maintain and develop a healthy and safe customer service environment	8
B13 - Plan, organise and control customer service operations	10
B14 - Review the quality of customer service	8
B15 - Build and maintain effective customer relations	8
B16 - Deliver seamless customer service with a team	8

Group	D Optional Units	Credits
C3	- Resolve customer service problems	6
C4	- Deliver customer service to difficult customers	6
C5	- Monitor and solve customer service problems	6
C6	- Apply risk assessment to customer service	10
C7	- Process customer service complaints	6
C8	- Handle referred customer complaints	10

Group	E Optional Units	Credits
D1	- Develop customer service relationships	6
D2	- Support customer service improvements	5
D3	- Develop personal performance through delivering customer service	6
D4	- Support customers using on-line customers services	5
D5	- Buddy a colleague to develop their customer skills	5
D6	- Develop your own customer service skills through self study	6
D7	- Support customers using self-service technology	5
D8	- Work with others to improve customer service	8
D9	- Promote continuous improvement	7
D10	- Promote your own and others customer service skills	8
D11	- Lead a team to improve customer service	7
D12	- Gather, analyse and interpret customer feedback	10
D13	- Monitor the quality of customer service transactions	7
D14	- Implement quality improvements to customer service	10
D15	- Plan and organise the development of customer service staff	9
D16	- Develop a customer service strategy for a part of an organisation	11
D17	- Manage a customer service award programme	7
D18	- Apply technology or other resources to improve customer service	11
D19	- Review and re-engineer customer service processes	11
D20	- Manage customer service performance	7

Technical Certificate for Customer Service

The Technical Certificate in Customer Service is a parallel qualification which provides the knowledge requirements for the apprenticeship. Each unit has a set of guided learning hours to achieve. There will be practical assessments, written assessments and online examinations to determine knowledge retention.

Functional Skills / Key Skills

Functional skills / Key skills are designed to complement the apprenticeship and allow the learner to carry out essential tasks effectively in Maths and English. These are delivered at level 1 when completing an apprenticeship at Level 2 with progression to Level 2 for an advanced apprenticeship at Level 3.

Delivery Model

The Technical Certificate, Functional Skills and the NVQ is delivered and assessed in the workplace by an experienced Remit Trainer / Assessor who will carry out the observations and give one to one training and coaching to encourage progression.

All visits will be arranged in advance with the appropriate manager or supervisor to ensure that the visit is convenient, any policies and procedures for on-site visits are followed and observation opportunities to gain evidence will be maximised whilst the assessor is at the employer's premises.

Timescales

The apprenticeship at level 2 will take 12 months to complete.

The advanced apprenticeship at Level 3 will take 12 months to complete.

For employers requiring further information on this or any other Remit training course
please contact 0115 9759550

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