

## **APPRENTICESHIPS IN CUSTOMER SERVICE WITH TRAINING ENTERPRISE AT FARNBOROUGH COLLEGE OF TECHNOLOGY**

This Apprenticeship at level 2 will take approximately 12 months to achieve. You will be expected to be employed in a customer related job, for example within the retail or other service type industry. You will work for your employer gaining valuable experience and skills. A college placement advisor and assessor will visit you in your workplace on a regular basis to observe and assess your customer service skills against the NVQ criteria. You will also be expected to attend occasional workshops at Farnborough College designed to assist in the achievement of your EDEXCEL BTEC and Key Skills awards. Your employer will be responsible for paying your wages and you will have the same rights and responsibilities as any other young person in employment. There may also be the opportunity to progress onto an Advanced Apprenticeship at level 3 upon successful completion of the level 2 Apprenticeship.

**ENTRY REQUIREMENTS:**                    **GCSE Grades A-D in Maths and English**

**Must like working with people and be able to demonstrate the potential for developing good communication skills.**

**TRAINING PROGRAMME DETAILS:**

**Expected Qualifications:**

**NVQ:**    **Level 2 in Customer Service**

**Technical Certificate:**                    **Level 2 BTEC award in Customer Service**

**Key Skills:**                                    **Communications Level 1  
Application of Number Level 1**

**Employment Rights & Responsibilities:**                    **ERR Workbook**

**Level 2 BTEC Award in Customer service: This award provides the underpinning knowledge needed to complete the NVQ2 qualification**

Unit 1	Understanding Customer Service
Unit 2	Delivering Customer Service
Unit 3	Building Effective Customer Relationships

**NVQ 2 in Customer Service**

To achieve this qualification you must prove competence in two Mandatory units and 5 optional units which may be chosen from a range of themes

<b>UNIT NO.</b>	<b>UNIT TITLE</b>
<b>Mandatory UNIT 1</b>	<b>Prepare yourself to deliver good customer service</b>
Element 1.1	Describe the customer service of your organisation to customers and/or colleagues
Element 1.2	Describe your organisations products or services to customers and/or colleagues
<b>Mandatory UNIT 5</b>	<b>Provide Customer Service within the rules</b>
Element 5.1	Follow organisational procedures
Element 5.2	Follow external regulation and legislation

<b>THEME 1</b>	<b>Impression &amp; Image</b> This theme contains 9 optional units
<b>THEME 2</b>	<b>Delivery</b> This theme contains 3 optional units
<b>THEME 3</b>	<b>Handling Problems</b> This theme contains 2 optional units
<b>THEME 4</b>	<b>Development &amp; Improvement</b> This theme contains 3 optional units

**CONTACT TRAINING ENTERPRISE ON 01252 407133**