



# Intermediate Apprenticeship Customer Service

2017



## Introduction

The apprenticeship is made up of the following elements:

- Competence Qualification – Level 2 Certificate in Customer Service (QCF)
- Knowledge Qualification – Level 2 Certificate in Customer Service
- Functional Skill – Mathematics Level 1
- Functional Skill – English Level 1
- Employment Rights and Responsibilities (ERR)
- Personal Learning and Thinking Skills (PLTS)

## Competence Qualification

### Level 2 NVQ Certificate in Customer Service (QCF)

#### Mandatory Units (8 Credits)

- Communicate using customer service language
- Follow the rules to deliver customer service

#### Optional Units (20 Credits required with one unit from each Group)

Sample Group B units - Impression and Image

- Adapt your behaviour to give a good customer service impression (5 Credits)
- Communicate effectively with customers (5 Credits)
- Promote additional services or products to customers (6 Credits)

Sample Group C Units – Delivery

- Deliver reliable customer service (5 Credits)
- Use questioning techniques when delivering customer service (4 Credits)
- Recognise diversity when delivering customer service (5 Credits)

Sample Group D Units – Handling Problems

- Resolve customer service problems (6 Credits)
- Deliver customer service to difficult customers (6 Credits)
- Apply risk assessment to customer service (10 Credits)

Sample Group E Units – Development and Improvements

- Support customer service improvements (5 Credits)
- Support customers using self-service technology (5 Credits)
- Monitor the quality of customer service transactions (7 Credits)

## Knowledge Qualification

### Level 2 Certificate in Customer Service

*Assessed by multiple choice tests*

#### Mandatory Units

- Delivery of Effective Service
- Supporting the Customer Service Environment

## Functional Skills – English and Maths

Functional skills are designed to provide learners with the skills they require to perform confidently, effectively and independently in their everyday life. They have been introduced following employer feedback that many learners do not have an appropriate awareness of the basics in these subjects.

Functional English at level 1 ensures learners are able to communicate effectively and develop skills in:

- Speaking, listening and communication
- Reading
- Writing

Functional Maths at level 1 ensures learners are able to solve problems in real-life situations via:

- Representing situations using mathematics
- Analysing situations to solve problems
- Interpreting mathematics and explaining solutions

## Employment Rights and Responsibilities (ERR)

This element of the apprenticeship is related to the work environment, the statutory requirements for both the apprentice and the employer and where further information can be found to assist the apprentice throughout their career. It will involve the apprentice accessing their contract of employment, staff handbook and policies and procedures to assist in completing a workbook and in some cases a short external assessment to demonstrate their knowledge of this area.

## Personal Learning and Thinking Skills (PLTS)

These are skills which have been identified as important for success in learning and life. There are 6 topics:

- Independent enquirer
- Creative thinkers
- Reflective learners
- Team workers
- Self-managers
- Effective participators

These skills will be completed as part of the other programme components.

## Models of Delivery

The apprenticeship is expected to take 12-18 months; depending on the experience of the learner and the selected course.

The knowledge based qualification and functional skills are undertaken first; both the knowledge based qualification and the functional skills are achieved via external tests. The competence based qualification is completed via the compilation of a portfolio of evidence that demonstrates the learner's competence in accordance with Awarding Body quality processes. This is the final aspect of the qualification that is completed.

The qualification has Guided Learning Hours (GLH) attached which must be evidenced throughout the course. The model of delivery is structured around the needs of your organisation; there are two options that Opps can provide.

## **1. Workshop Delivery**

This involves groups of learners meeting with their tutor for a set time, usually a minimum of 2 hours every 2 – 4 weeks. The benefits of this are the group have opportunity to discuss their own practice with their peers; topics can be discussed and explored fully and best practice exchanged. The learner will be supported in one to one sessions for the portfolio building aspect of the competence-based qualification.

## **2. One to One Delivery**

The learner meets with the tutor for a minimum of 2 hours every 2 – 4 weeks during which the tutor provides underpinning knowledge for the topics. The learner has opportunity to reflect on their practice and identify strengths and weaknesses through discussion. The competence based qualification will also be completed in this way; with one to one meetings to support portfolio building.

Learners who are identified as requiring additional support for functional skills will have access to additional one to one sessions with a subject specialist (this could be for English, Mathematics or both subject areas).

## **Blended Learning**

Outside of the meetings with the tutor, the learner will have additional work to complete in the form of project based workbooks, set questions, reflective statements and the collection of examples of documentation they use throughout their job role. For the functional skills, the learner will also have additional materials to complete to assist them in extending their knowledge. Learners will have access to an e-portfolio which is used to collect and record evidence.

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## **Opps' Mission Statement**

*Provide progressive and excellent learning opportunities and continually strive for improvement and added value. Provide an excellent service to all customers and stakeholders, be open and transparent about our operations and developments and make a difference to the various communities we serve.*

## **Opps' Offer**

Opps Training is an experienced provider of progressive and flexible learning opportunities. Having maintained a quality service for 12 years, Opps' determination to serve all its stakeholders well, ensures that we meet the needs of organisations and individuals alike.

The Company provides vocational, accredited training which is both commercially and publicly funded. It also provides training and consultancy on Leadership and Management. It covers the following sectors:

- Health and Social Care
- Leadership and Management
- Business Administration
- Customer Service
- Affordable Housing.

## *Information Advice and Guidance*

Opps Training consults with its clients in identifying their needs. Much of Opps' work is employer led and the funding which supports their learning initiatives reflects government objectives. Opps seeks to bring flexibility to the content of its courses and to the models of delivery. Where an employer has secured a budget to provide training Opps is able to conduct a full training needs analysis and provide a proposal which may contain guidance on access to government funds.

Opps funds training primarily through drawing down funding for employees. This results in the learning opportunities primarily reflecting the employer's organisational needs, however Opps not only ensures that the programme of learning meets the objectives within the learners' job role but improves their overall work, life and study skills. All learners are given opportunities to explore their personal and professional development with their tutor at each stage of their programme. The tutor is able to give information on appropriate progression routes and job role requirements as well as details of organisations that might further support career advice and guidance.

Opps Training works closely with organisations and individuals to ensure that their needs are identified in relation to:

- Meeting statutory requirements
- Improving skills and knowledge base
- Meeting personal and organisational objectives.

## **About Opps**

Opps Training works predominantly in the East of England region and Greater London. Opps headquarters are in Huntingdon, Cambridgeshire. The Company began trading in 2002 with a vision to provide highly accessible learning opportunities. Our management team holds a portfolio of diverse and complementary skills with business experience ranging from senior management positions to running independent consultancies and small businesses. Expertise in training and education stems from senior management positions in further and adult education. Effective and enjoyable learning are at the heart of Opps Developments delivery resulting in continual excellent feedback from stakeholders.

The Company has partnerships with two prime Skills Funding Agency providers: North Hertfordshire College and Nital. Opps is a strategic partner of Middlesex University and has co-developed its Level 5 Diploma in Leadership in Management of Health and Social Care in order for learners to secure university credits on achievement. During 2012 – 2013 Opps worked with Skills for Care in developing and later delivering the Higher Apprenticeship in Health and Social Care.



**Please contact the Opps office for further details**

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