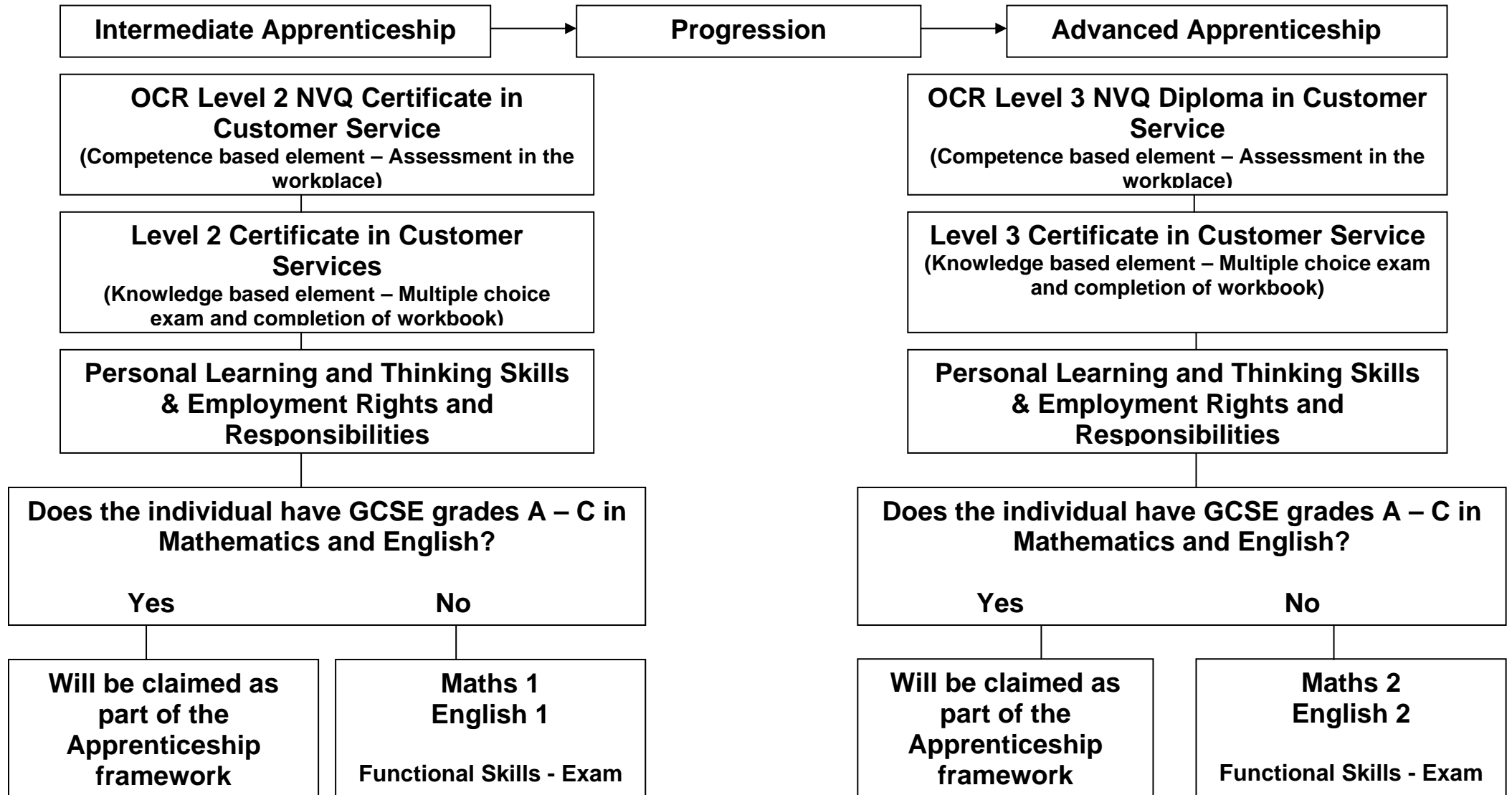


Customer Service Apprenticeship Framework

(As guidance for completion the level 2 framework can take up to 12 months and the level 3 up to 18 months depending on experience and existing qualifications)



Enhancement to programme training available:

Apprentices are advised to attend our Bite Size range of training sessions which are held at UCMK, CMK. All sessions last for 90 minutes and are designed to provide knowledge around the NVQ mandatory units as well as the Technical Certificate.

What is an Apprenticeship?

An Apprenticeship is a mix of real work and learning. Apprentices earn a wage and get experience whilst working towards a number of qualifications. An Apprenticeship follows a Level 2 programme and can lead onto an Advanced Apprenticeship which is a Level 3 programme.

There are a number of elements to each Apprenticeship and this is called the framework. Each Apprenticeship framework has four main strands:

- Competence based strand
- Technical strand
- Personal learning and thinking skills (PLTS)
- Functional Skills

The four strands are sometimes accompanied by additional qualifications to give the most relevant skills and knowledge required for the job.

Duration

12 months for a level 2 and 18 months for a level 3 depending on previous experience and qualifications.

Location

Mainly delivered and assessed in the workplace with the opportunity to attend training events relevant to the Apprenticeship. Selection of training events will be dependent on individual development and business needs.

The level 2 Certificate is aimed at: People whose customer service role requires well developed behavioural competence but whose scope for independent decision making and bringing about change is limited.

The level 3 Diploma is aimed at: People who have the scope to bring about permanent improvements in service delivery that benefit customers and the organisation for which they work. Such individuals do not have to be in roles where they have direct line responsibility for people.

Enhancement to programme training available:

Apprentices are advised to attend our Bite Size range of training sessions which are held at UCMK, CMK. All sessions last for 90 minutes and are designed to provide knowledge around the NVQ mandatory units as well as the Technical Certificate.