

## Apprenticeship at Level 2 in Customer Service

### Qualification:

NVQ Level 2  
Key Skills Certificate  
BTEC Level 2 Certificate

### Awarding Body:

Edexcel

### Duration of Course and how it is delivered:

12 – 15 months (average), depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study. There is also an option to complete the Level 2 BTEC Certificate via Onscreen Test.

### Entry Requirements:

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.

### Topics / Areas of Study / Unit Titles:

The full NVQ award structure has 2 mandatory units plus 5 optional units – a total of 7 units. The mandatory units are:

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Candidates will also attend a training course which is used to support the framework requirements covering knowledge and understanding leading to an Onscreen test (optional, can be portfolio based).

### Assessment Methods:

Assessment visits can be arranged to suit the requirements of the employer and candidates but are generally carried out on a fortnightly basis. Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning
- Onscreen Testing (Optional)

### Progression opportunities:

The candidate can progress on to a Customer Service Level 3 Advanced Apprenticeship if their job role changes