



Advanced Apprenticeship at Level 3 (Customer Service)

Qualification:

NVQ Level 3
Functional Skills
BTEC Level 3 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9-18 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 3 BTEC Certificate via Onscreen Test

Entry requirements:

The Level 3 NVQ is designed for those who are responsible for the delivery of customer service, but who also have to monitor and develop the quality of customer service given, and who may be in charge of their own department or team.

Topics / Areas of Study / Unit Titles:

To achieve the whole qualification at Level 3, you must prove competence in two mandatory units and six optional units. At least one optional unit should be taken from each theme. The structure for the Level 3 NVQ in Customer Service includes some Level 2 optional units. Three of these Level 2 units can be chosen. Therefore, at least five additional Level 3 units must be completed to achieve the Edexcel Level 3 NVQ in Customer Service. 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 is carried out by a combination of the following:

- RPL
- Observation of Performance
- Professional Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Verbal/written questioning
- Onscreen Testing (Optional)

Progression opportunities:

Progression on to a Management (L5) qualification if candidate's role changes