

Customer Service Apprenticeship

Information Sheet & Application Form

This qualification gives you credit for what you do at work. It will help you to gain recognition for the skills you have, and in some instances help you to improve your skills.

You must work in a customer service role in order to be able to achieve this qualification. This qualification is suitable for you if your responsibilities include:

- ✓ Dealing with customers regularly
- ✓ Providing a high level of customer service
- ✓ Dealing with customer queries or problems
- ✓ Developing customer relationships

In order to successfully complete the Customer Service Apprenticeship you must complete all of the components that make up the Apprenticeship. You may be allowed to use proof of existing qualifications to exempt you from some parts of the framework (for example GCSE certificates in English or Mathematics at Grades A to C would exempt you from the relevant Key Skills qualifications providing they are not more than 5 years old and you can produce your original certificates).

You will be provided with training and support to help you develop your knowledge and skills in the main subject area. You will also be observed carrying out your normal duties by your tutor. The tutor will be experienced in your field of work and will be able to give you tips and advice to improve your skills. They will help you to complete any written work and support you in achieving this qualification. Don't worry about your written skills - there are people to help you all the way.

Government funding may be available to pay for your training if you are eligible. Use the checklist to find out. If you tick any of the shaded boxes then you will not be eligible for Government Funding at this time. Please speak to us to find out if there is any other help available to fund your training.

My age is: _____

Please tick the relevant boxes	Y	N
Do you have a permanent National Insurance Number		
Are you employed and do you have a contract of employment for at least 30 hours per week		
Have you lived in the UK or European Community (EC) during the whole of the last 3 years?		
Are you currently on any other government funded training?		
Do you have (or are you currently studying for) an NVQ Level 4, an HND, a Degree or other higher level qualification?		

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Apprenticeship Framework

To achieve this award you will need to complete all of the subjects listed below at the Levels indicated.

In order to be successful in gaining an Apprenticeship place you will need to demonstrate your ability at a minimum of Entry 3 Level in Communication and Application of Number prior to taking part in this Apprenticeship. If you have not yet reached Entry 3 Level in these awards please speak to a tutor who will be able to advise you on the best way to achieve these qualifications.

Qualification	Subject Title	Level
Main QCF/NVQ Award	NVQ in Customer Service	2
Technical Certificate	Customer Service	2
Key Skills	Communication	1
Key Skills	Application of Number	1
ERR	Employment Rights & Responsibilities	-

Please list below all of the qualifications you have already achieved.

Subject	Qualification	Level

First Name		Surname		Date of Birth	
Address				Post Code	
Telephone		National Insurance Number			
Employer Name		Employer Address			
Employer Number		No. of hours worked per week			
Signature				Date	

