INTERMEDIATE LEVEL APPRENTICESHIP IN CUSTOMER SERVICE

Competence

- Level 2 NVQ Certificate in Customer Service

- This qualification requries you to build a portfolio of evidence relating to what you do in your role. It will be assessed by a member of the Learning and Development team with support from assessors on centre. It can be completed within 12 months employment.

Knowledge

- EDI Level 2 Certificate in Customer Service

- This qualification is a set of written tasks which show your knowledge of the Customer Service Industry.

Technical

- Employment Rights and Responsibilities

- You are requried to complete a workbook which covers Employment Legislation, how it affects you and what your rights are.

Key Skills

- Maths Level 1
- English Level 1

- Both of these are completed by a portfolio and test. The portfolio will be blended into other areas of the framework where possible. The test can be done on line, for instant results, or paperbased.

Apprenticeships