

# Customer Service

## What is an Apprenticeship?

An Apprenticeship is a mix of real work and learning. Apprentices earn a wage and gain 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.

## Overview

Customer Service occupations are a growing sector. With significant growth in the 1980s and 1990s by around a quarter of a million jobs it is still an area of growth by 2005 82% of jobs were in this area.

With improving customer service seen as a priority for employers of all types and sizes nearly 6 in 10 organisations (59%) plan to invest more on customer service in the coming year than they did in the past 12 months. The benefits of the Customer Service Apprenticeship relate to the transferable nature of the qualification meaning once qualified you can switch between employers or sectors to allow further and higher progression where there are opportunities.

Starting salary (once qualified): Job roles and salaries will vary.

## Example Job Roles as an Apprentice

Customer Service Apprenticeships can be found in all sectors.

## Apprenticeship Framework

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

- Competence based element
- Technical element
- Skills element

The three strands are sometimes accompanied by additional qualifications to give the most relevant skills and knowledge required for the job, these are broken down as follows:

### Competence Element

Apprenticeship - NVQ Level 2 in Customer Service

Advanced - NVQ Level 3 in Customer Service

## Technical Element

**Apprenticeship** - Certificate in Customer Service Level 2

**Advanced** - Certificate in Customer Service Level 3

## Skills Element

**Apprenticeship** - Key or Functional Skills in Communication Level 1 + Application of Number Level 1

**Advanced** - Key or Functional Skills in Communication Level 2 + Application of Number Level 2

## Other Additional Study

Employment Rights and Responsibilities

### **Apprenticeships Available**

- Apprenticeship Level 2 - on completion this is equivalent to 5 A\* - C grade GCSE's
- Advanced Apprenticeship Level 3 - on completion this is equivalent to 2 A-levels

### **Progression Routes**

- Advanced Apprenticeship

### **Already Employed?**

Are you currently employed but not working towards qualifications? Speak to your employer about converting to an Apprenticeship and ask them to contact us on:

Email: [apprenticeships@newcollege.ac.uk](mailto:apprenticeships@newcollege.ac.uk)

Website: [www.newcollege.ac.uk](http://www.newcollege.ac.uk) and [www.fastforwardonline.net](http://www.fastforwardonline.net)

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