



Intermediate Apprenticeship in Customer Service (England)

The Apprenticeship framework for Customer Services is implemented by SSC: Council for Administration. Further information can be found at <http://www.skillsca.org/apprenticeships.html> and www.afo.sscalliance.org/frameworkslibrary/

Learners must be registered with and certificated for the overall Apprenticeship by the Council for Administration.

Intermediate Apprenticeship in Customer Service

This apprenticeship is for Customer Service Trainees, Assistant Representatives or Assistant Agents. Customer service personnel in these roles would be communicating effectively with customers face to face, in writing, or by telephone, resolving problems and improving customer relations, promoting products and services, keeping records, gathering customer feedback, working in a team, developing complementary technical skills according to job role.

Intermediate Apprenticeship in Customer Service includes the following components:

Components	IQ Qualification	QUAN number	Individual price
Competence qualification	IQ Level 2 NVQ Certificate in Customer Service (QCF) *	600/2832/4	£50.00
Knowledge (Technical Certificate) Qualification	IQ Level 2 Certificate in Customer Service (QCF) *	600/6056/6	£30.00
Functional Skills	IQ Functional Skills Qualification in Mathematics at Level 1 or IQ Functional Skills Qualification in Mathematics at Level 2 and IQ Functional Skills Qualification in English at Level 1 or IQ Functional Skills Qualification in English at Level 2	601/0244/5 601/0173/8 601/0243/3 601/0530/6	£13.50 £13.50
Employee Rights and Responsibilities (ERR)	Employment Rights and Responsibilities (ERR). There is a workbook available from the CfA website at: http://www.skillsca.org/images/pdfs/apprenticeships/resources/ERR-Workbook.pdf		N/A
Personal Learning and Thinking Skills (PLTS)	Mapped and embedded.		N/A
Individual total cost is £107 Bundled cost is £100.00			

Key= * Denotes qualification is listed on LARA

Learners may undertake the various components with different awarding organisations.