



Customer Service Apprenticeship Framework (England)

The Apprenticeship framework for Customer Services is implemented by SSC: Skills CFA. 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 Skills CFA.

The Intermediate Level 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 and developing complementary technical skills according to job role.

The Intermediate Apprenticeship in Customer Service includes the following components:

Components	IQ Qualification	QUAN number	Individual price
Combined qualification	IQ Level 2 Diploma in Customer Service	601/3618/2	£55.00
Employee Rights and Responsibilities (ERR)	The CfA ERR workbook online or The National unit (if taken within the combined qualification) L/506/1905 Employee rights and responsibilities		N/A
Personal Learning and Thinking Skills (PLTS)	PLTS have been mapped and embedded in the mandatory units of the combined qualification.		N/A
The apprenticeship price is £55.00, plus the price of any Functional Skills qualifications (where required).			

Functional Skills	IQ Functional Skills Qualification in Mathematics at Level 1 or	601/0244/5	£16.00
	IQ Functional Skills Qualification in Mathematics at Level 2 and	601/0173/8	
	IQ Functional Skills Qualification in English at Level 1 or	601/0243/3	£16.00
	IQ Functional Skills Qualification in English at Level 2	601/0530/6	

Learners may undertake the various components with different awarding organisations.

The Advanced Level Apprenticeship in Customer Service

This apprenticeship is for Customer Relationship Managers, Customer Service Co-ordinators or Customer Service Team Leaders. 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, using software/office equipment to communicate, keeping records, gathering and analysing customer feedback and leading teams.

The Advanced Level Apprenticeship in Customer Service includes the following components:

Components	IQ Qualification	QUAN number	Individual price
Competence qualification	IQ Level 3 Diploma in Customer Service	601/5051/8	£55.00
Employee Rights and Responsibilities (ERR)	The CfA ERR workbook online or The National unit (if taken within the combined qualification) L/506/1905 Employee rights and responsibilities		N/A
Personal Learning and Thinking Skills (PLTS)	PLTS have been mapped and embedded in the mandatory units of the combined qualification.		N/A
The apprenticeship price is £55.00, plus the price of any Functional Skills qualifications (where required).			
Functional Skills	IQ Functional Skills Qualification in Mathematics at Level 2 and	601/0173/8	£16.00
	IQ Functional Skills Qualification in English at Level 2	601/0530/6	£16.00

Learners may undertake the various components with different awarding organisations.