

# Customer Service Level 2

TAMESIDE  
COLLEGE

**Tameside College Training  
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## **What will the Apprentice study?**

They will be working towards an NVQ level 2 and also a Technical Certificate at the same level.

An NVQ is a National Vocational Qualification which allows employees to demonstrate that they have reached a competent level of knowledge and practical skills to do the job. The Technical Certificate is a theoretical qualification that supports the practical knowledge of the industry being worked in.

Finally, the Apprentice may have to study Key Skills, dependant upon their GCSE results. .

## **Entry Requirements**

Ideally, the Apprentice will have attained GCSE's at Grade C or above in Maths and English.

## **Course Content**

The main qualification **NVQ2 in Customer Service** is gained in the workplace. The Apprentice will build a portfolio of proof of competence, comprising of Witness testimony, direct observation & oral questioning.

## **Mandatory Units**

Provide customer service within the rules  
Prepare yourself to deliver a good customer service  
**Plus 5 additional units chosen from**

## **Technical Certificate**

There will be an external element to the qualification which could be either an assignment or a test.

## **Course Duration and Format**

The Apprentice will complete the qualification in house usually within one year.

## **What support is available during the training?**

The tutor will visit a times to suit the company. A member of Tameside College Training will provide support and guidance throughout and will also visit both you and your Apprentice in the workplace every 8 weeks.

## **How do I apply for free training?**

By contacting us direct on either the telephone number or on the email link.

## **How much do I need to pay the Apprentice?**

There are no set standards for wages. Levels will vary depending on the type of job and how much experience the Apprentice may already have. You will be expected to pay at least £95.00 per week.

## **Progression**

The Apprentice can progress onto an Advanced Apprenticeship at Level 3, if their job role can provide the supporting evidence.

