

Customer Service



Qualification and Level

Intermediate Apprenticeship (Level 2) and Advanced Apprenticeship (Level 3) in Customer Service.

Why Customer Service?

This Apprenticeship is aimed at anyone who works closely with customers and wishes to improve their customer service skills. You could be working in a variety of roles, such as meeting customers face to face, answering telephone queries or handling customer problems.

The Apprenticeship is for people who are new to their career and looking to develop their skills to provide a quality service to customers. The Advanced Apprenticeship is for those working in a role involving making improvements to the quality of service, who may already have some experience in solving problems as well as working with other team members.

The programme will help you to increase customer satisfaction by developing your communication, listening and problem-solving skills. It is designed to ensure you are equipped with the knowledge and experience to build relationships with customers and thereby give customers a positive impression of you and your organisation. You will also learn how best to manage expectations and change.

By completing an Apprenticeship in Customer Service you will develop your existing skills, knowledge, performance and confidence and become a valuable team member. This will demonstrate to an employer that you have gained the right knowledge and experience to help them in their business and encourage them to invest in you and your career.

Why York College?

York College offers a vibrant young adult environment with over 13,000 full and part-time learners, a friendly atmosphere, and support from specialist staff. We offer a wide range of academic and vocational qualifications at all levels, and work both with individuals and alongside local educational providers and businesses.

Our award-winning £60 million campus offers modern state-of-the-art teaching, learning and social facilities including: realistic training environments; Learning Centre; hair and beauty spa; day nursery; cafés and food court; restaurant; sports development centre and theatre.

What will I study?

The Customer Service Apprenticeship framework consists of:

- NVQ Diploma Level 2 in Customer Service
- Technical Certificate :BTEC Level 2 Certificate in Customer Service
- Functional Skills Level 1 in Application of Number
- Functional Skills Level 1 in Communication
- Employment Responsibilities and Rights (ERR)

The Customer Service Advanced Apprenticeship framework consists of:

- NVQ Diploma Level 3 in Customer Service
- Technical Certificate: BTEC Level 3 Certificate in Customer Service
- Functional Skills Level 2 in Application of Number
- Functional Skills Level 2 in Communication
- Employment Responsibilities and Rights (ERR)

You must do all the qualifications in the framework, although you may be partly or fully exempt from some of them depending on your previous qualifications. You will receive a certificate for each qualification as you achieve it, and after you have achieved them all you will receive an Apprenticeship or Advanced Apprenticeship certificate.

Delivery of the framework is entirely work based.

Are there any entry criteria?

To start the course you must be employed in a relevant environment for a minimum of 30 hours per week. In addition for an Intermediate Apprenticeship you will have a minimum of 3 GCSE's at

Grade D or above to include English and for the Advanced Apprenticeship you will have a minimum of 3 GCSE's at Grade C or above to include English

How will I be assessed?

For the NVQ you will build up a portfolio, which is a collection of your work that demonstrates your skills and ability. Witness statements from your employer and colleagues will be required to support the assessments carried out by your assessor every six to eight weeks. Assessment consists of practical tasks, observations, oral questioning and written questions. All assessing will take place within the workplace.

The Technical Certificate is made up of 3 units which require written answers to show your knowledge in various topics of customer service.

The Functional Skills are assessed through a mixture of tests. Sessions for key skills will take place within the college at times to suit you and your employer.

What can I do next?

Many learners progress from Apprenticeship to the Advanced Apprenticeship. Strong customer service skills can open up a vast range of career opportunities. These may include promotion to team leader, supervisor, trainer and even manager roles.

What alternatives are there?

- Business Administration

How do I apply?

Fill in the Work Based Learning Application Form and send it to the Admissions Team at York College at the address below. We'll write to invite you to an interview and guidance session. Our programmes are popular and fill up quickly, so we advise you to apply as early as you can, even if you don't yet have a job.

Who can give me further information and advice?

Admissions Team

Your first point of contact about the application process.
York College, Sim Balk Lane, York YO23 2BB
01904 770449, admissions.team@yorkcollege.ac.uk

Employer Engagement Support Officers

Advice about Apprenticeships for students and employers.
York College, Sim Balk Lane, York YO23 2BB
01904 770445, apprenticeships@yorkcollege.ac.uk

Future Prospects

Advice about careers, Apprenticeships and other courses in the York area.
24 Swinegate, York YO1 8AZ
01904 634748, admin@futureprospects.org.uk, www.futureprospects.org.uk

Student Services

Confidential information, advice and signposting on a wide range of matters including accommodation, travel, childcare, welfare, benefits and financial assistance.
York College, Sim Balk Lane, York YO23 2BB
01904 770397, studentservices@yorkcollege.ac.uk

Apprenticeships Helpline and website

Information about Apprenticeships from the National Apprenticeship Service.
08000 150 600, www.apprenticeships.org.uk

York College is committed to creating an environment where there is mutual respect and equality of opportunity.