

An Apprenticeship with ITEC North East offers on the job learning, gaining knowledge, skills, qualifications, and earning money, all at the same time.

All Apprenticeships lead to National Vocational Qualifications (NVQ's), Key Skills and a Technical Certificate.

**What are NVQ's**

To give credit for what you do daily in your job, using your performance as the basis for assessment. With 4 levels, these NVQ's are suitable for school leavers to senior managers.

**Key Skills**

Externally assessed, unless exempt with relevant GCSE/A level grades. If you're planning on entering higher education you can gain UCAS points for completed Key Skills.

Communication

Demonstrates written and verbal skills.

Application of Number

Demonstrates how to apply numeracy skills within a job role.

**Technical Certificate**

The knowledge based element of an Apprenticeship which incorporates 'off the job' learning and independent study to directly support your NVQ.

**Apprenticeship 2 Mandatory Units**

**NVQ Level 2**

**Equivalent to 5 grades A-C**

**1. Prepare yourself to deliver good customer service.**

Describe the customer service of your organisation to customers and/or colleagues. Describe your organisation's products or services to customers and/or colleagues.

**2. Provide customer service within the rules.**

Follow organisational procedures. Follow external regulation and legislation.

**5 Optional Units**

Impression and image

Include at least one Unit from each of the following:

- Give customers a positive impression of yourself and your organisation: Promote additional services or products to customers: Process customer service information: Live up to the customer service promise: Make customer service personal: Go the extra mile: Deal with customers in writing or using ICT: Deal with customers face-to-face: Deal with customers by telephone.

Delivery

- Deliver reliable customer service: Deliver customer service on your customer's premises: Recognise diversity.

Handling problems

- Recognise and deal with customer queries, requests and problems: Resolve customer service problems.

Development and improvement

- Develop customer relationships: Support customer service improvements: Develop personal performance through delivering customer service.



Advanced  
Apprenticeship

NVQ Level 3 – Equivalent to 2 A levels/1 Vocational A level

**2 Mandatory Units**

**1. Understand customer service to improve service delivery.**

Use accepted customer service language and apply its principles.

Place customer service principles in context for your professional customer service role.

**2. Know the rules to follow when developing customer service.**

Develop customer service following organisational rules and procedures.

Develop customer service following external regulation and legislation.

**6 Optional Units**

Include at least one Unit from each of the following:

**Impression and image**

- Make customer service personal: Go the extra mile in customer service: Deal with customers in writing or using ICT: Use customer service as a competitive tool: Organise the promotion of services or products to customers.

**Delivery**

- Deliver customer service on your customer's premises: Recognise diversity when delivering customer service: Deliver customer service using service partnerships: Organise the delivery of reliable customer service: Improve the customer relationship.

**Handling problems**

- Monitor and solve customer service problems: Apply risk assessment to customer service: Process customer service complaints.

**Development and improvement**

- Work with others to improve customer service: Promote continuous improvement in customer service: Develop your own and others' customer service skills: Lead a team to improve customer service: Gather, analyse and interpret customer feedback.

**Progression Routes / Career Opportunities**

The importance of high level customer service skills in the UK is growing. Many employers are highlighting their need for employees with specific customer handling, communication and problem solving skills.

For further information on this, or any other courses offered by ITEC North East, or to make an appointment for an interview, call your local centre:

County Durham (01325) 320052

Tyne & Wear (0191) 490 4670

Tees Valley (01642) 232550

**We are an Equal Opportunities Employer**

