



Customer service

Customer service training is essential for a wide variety of occupations. An Apprenticeship guarantees paid on-the-job training and recognised industry qualifications for successful trainees.

As well as the Apprenticeship programme for the 16-24 age group, for the first time this year we are offering FREE Adult Apprenticeships for the over- 25s.

Apprenticeships benefit both employees and employers, providing recognised qualifications which develop skills in the workplace.

Northumberland College offers an NVQ Level 2 in Customer Service which includes units on giving a positive impression of yourself and your organisation, delivering reliable customer service and dealing with customer problems. You will also gain a Technical Certificate and Key Skills at Level 1.



The training is delivered by a combination of college attendance, onsite assessment and blended learning.

You can progress onto an Advanced Apprenticeship programme in customer service, which will involve the NVQ and Technical Certificate at Level 3, and Key Skills Application of Number and Communication at Level 2.

You must have an employer to become an Apprentice.

Who is the programme for?

Apprenticeships are designed for people aged 16-24 years who are already employed. Adult Apprenticeships now offer free training to over-25s too.

Do I need any formal qualifications?

Ideally you will need GCSE Grade D or above in English and Maths. You must have an employer to become an Apprentice.

Do I need an interview?

Yes, you will need to attend an interview.

What will I study on the programme?

NVQ Level 2 in Customer Service. This involves units dealing with:

- Giving a positive impression of yourself and your organisation
- Delivering reliable customer service
- Dealing with customer problems

Key Skills Level 1 in

- Application of Number
- Communication

Technical Certificate

- Level 2 Certificate in Customer Service

How is the programme organised?

The programme initially involves training at a Level 2 standard, which will normally take a maximum of two years. You will attend college on a day release basis with the remaining time spent working with your employer.

How will my progress be assessed?

The NVQ qualifications are assessed by qualified staff both in college and in the workplace. This means you are observed in practical situations as well as having to collect evidence of your skills. Key Skills and the Technical Certificate are assessed through a programme of work, assignments and some external tests. You can gain some exemptions from Key Skills depending on your GCSE, AS or A Level grades.

What final qualification will I get?

- NVQ Level 2 – Customer Service
- Key Skills in Application of Number Level 1 and Communication Level 1
- A Technical Certificate – Customer Service Level 2

What could I do after completing this programme successfully?

You can progress onto an Advanced Apprenticeship programme in customer service, which will involve an NVQ and Technical Certificate at Level 3, and Key Skills in Application of Number, Communication and ICT at Level 2. Once you have completed your Advanced Apprenticeship there may be opportunities for you to progress to higher education.

Conditions of Training

All Apprentices will be employed for the term of their Apprenticeship and will work within the terms and conditions of their employer (hours of work, holiday entitlement, sickness procedure etc). The minimum wage you are entitled to on an Apprenticeship is £80 per week. However employers are encouraged to review this as you progress and gain more experience.