



# Customer Service & Retail Skills Apprenticeship Information Pack



**Delivering Skills  
to Survive & Thrive in the 21st Century**



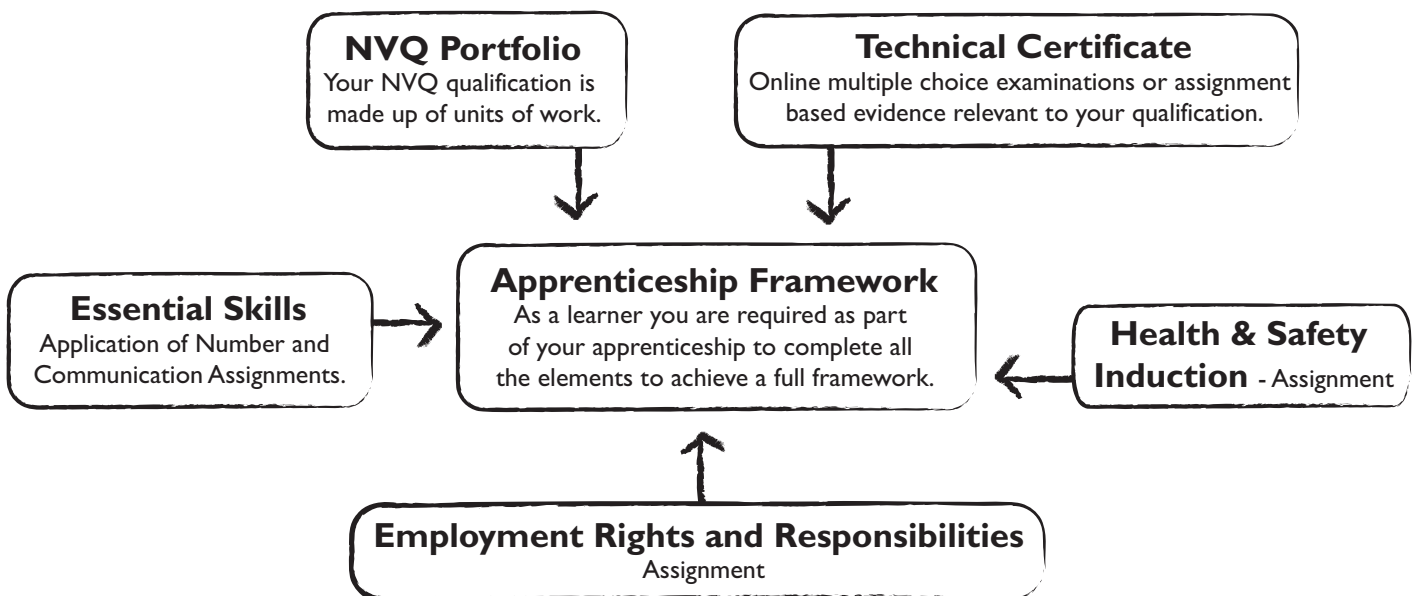
## What is an Apprenticeship?

An Apprenticeship is a programme of learning and qualifications, completed in the workplace that gives employees the skills, knowledge, confidence and competence they need to progress in their chosen career or industry.

Your apprenticeship programme follows an approved 'National Framework' to allow employed learners to achieve their National Vocational Qualifications (NVQ) at levels 2, 3, 4 and 5 with appropriate essential skills and technical certificates according to the identified level. As part of the framework you will also be required to complete two assignments – Employment Rights and Responsibilities and Health & Safety. Your Training Officer will support you at every stage of your learning journey. You will also have access to online blended learning materials, resources and an e-portfolio system that will enhance and support your learning experience. These online systems can be accessed from any device with an internet connection at any time of the day.

Frameworks are now available across most occupational sectors. Apprenticeships are demanding and will need commitment from everyone involved.

## Apprenticeship Framework Requirements:



## Who are they for?

Apprenticeships are available to all ages, whether you are being employed as an apprentice in a new job or as part of training at your existing workplace. As an apprentice you will be expected to be working a minimum of 16 hours in a 7 day week in order to complete your apprenticeship programme.

Funding for the delivery of the Apprenticeship framework is available from the Welsh assembly Government. Please contact us to find what level of funding you are eligible for at - [info@cambriantraining.com](mailto:info@cambriantraining.com)

## Where do they take place? And how will I be assessed?

Most of the training is 'on the job' at your work place. To achieve your NVQ you will need to build a portfolio of evidence via an e-portfolio system which shows that you are competent at what you do. Your Training Officer will visit you on a regular basis and carry out assessments while you carry out your routine tasks at work together with a variety of work products which will be generated as part of your day to day activities. All work produced will be signposted so that employers data will be fully protected. There will also be a knowledge element to all NVQs which can be generated through assessment, written questions or can be recorded digitally.

## What are NVQ's

NVQ's are nationally recognised qualifications accredited by the Qualifications and Curriculum Authority in the same way as GCSE and A levels. NVQ are vocational qualifications. Whereas GCSE and A levels are taught in a classroom environment and then assessed by an external examination, NVQ are assessed totally in the workplace, there is no need to attend school or college.

## What NVQ's are available?

We currently offer NVQs at level 2 and level 3 in both Customer Services and Retail Skills

### National Vocational Qualifications (NVQ) in Customer Services

**Level 2 NVQ** are for those who work in the industry and carried out varied tasks on a daily basis. There is some scope for organizing your own work, but generally your work routine will be organised for you. You will work alone and as part of a team

**Level 3 NVQ** are for those who work at Supervisory level or have more experience in the industry. You will generally organise your own work, and are responsible for the work of other staff. Tasks at this level are highly skilled.

#### Level 2 NVQ Certificate in Customer Service (QCF)

This qualification is tailored for staff who are responsible for delivering Customer Service and interact directly with the Customer, for example sales or retail staff, staff working on service desks and call centre staff. General tasks involve greeting customers, presenting a positive impression of yourself and your organization. Deal with customers face to face or by telephone or process customer service information, deliver reliable customer service, handle problems and develop & improve customer service

#### Level 3 NVQ Diploma in Customer Service (QCF)

This qualification is tailored for those who are responsible for the delivery of customer service, but also have to monitor and develop the quality of customer service given, and who may be in charge of their own department or team. General tasks involve organising the promotion of products & services, organise the delivery of customer service, monitor and solve customer service problems, process customer service complaints, lead teams to improve customer service, gather, analyse & interpret customer feedback.

At level 3, the observations in your portfolio will be supported by work products generated as part of your day to day work activities. These may include items such as 'to do lists', or checklists produced to organise the work of other staff and copies of memos/letters from managers and customers.

Learners can also progress to Level 4 in Customer Service.

### National Vocational Qualifications (NVQ) in Retail Skills

**Level 2 NVQ** are for those who work in the industry and carried out varied tasks on a daily basis. There is some scope for organising your own work, but generally your work routine will be organised for you. You will work alone and as part of a team

**Level 3 NVQ** are for those who work at Supervisory level or have more experience in the industry. You will generally organise your own work, and are responsible for the work of other staff. Tasks at this level are highly skilled.

### **Level 2 NVQ Certificate in Retail Skills (QCF)**

This qualification is tailored for those who work in the retail industry for example general sales assistants & product experts. General tasks involve sales & product knowledge, processing payments; order/receive stock, merchandising, customer service, product expertise for example bakery, butchery, beauty products.

### **Level 3 NVQ Diploma in Retail Skills (QCF)**

This qualification is tailored for those who are responsible for the delivery of retail services and who may be in charge of their own department or team for example supervisor, first line manager, department manager, owner/manager.

There are 3 categories for this level

- Retail sales professional
- Retail Visual merchandising
- Retail Management.

General tasks will involve organizing staff, stock management, product expertise, sourcing, merchandising, management & leadership, finance & administration.

**We hope you decide to undertake an apprenticeship programme with us and wish you every success on your learning journey.**

## **The Next Step**

If you would like any more information or are interested in enrolling on any of our courses please don't hesitate to contact us:

### **By Post:**

Cambrian Training Company, The Offices @ Coed Y Dinas  
Welshpool, Powys. SY21 8RP

**Tel:** 01938 555893

**Email:** [info@cambriantraining.com](mailto:info@cambriantraining.com)

**Web:** [www.cambriantraining.com](http://www.cambriantraining.com)

