

## INTERMEDIATE CUSTOMER SERVICE FREQUENTLY ASKED QUESTIONS



### What qualification will I be working towards?

**Qualification Title** Level 2 Certification in Principles of Customer Services 601/7070/0.

**Awarding Body** NCFE.

**Guided Learning hours (GLH)** 180-230hrs.

**Total Qualification Time (TQT)** 475hrs.



### What will I be studying?

The following 7 units of study will be delivered across the duration of your programme working from the current Awarding Body's specifications. All units will include practical participation, delivery and theory elements and assessment;

- **Unit 01** Principles of Customer Service and Delivery (Y/507/5967).
- **Unit 02** Understand Customers (D/507/5968).
- **Unit 03** Understand Employer Organisations (A/507/5895).
- **Unit 04** Understand how to Communicate with Customers (H/507/5969).
- **Unit 08** Understand How To Resolve Problems and Deliver Customer Service to Challenging Customers (K/507/5973).
- **Unit 12** Principles of Equality and Diversity in the Workplace (K/507/5911).
- **Unit 13** Understand how to Develop Working Relationships with Colleagues (F/507/5896).
- Work Experience/Placement.



### How will I be assessed?

Your assessment will vary depending on your initial assessments and how you feel most confident and able to demonstrate your retention of knowledge. If you prefer to write, speak or demonstrate, your tutor will extract this is an industry focused and 'real world of work' method.

Each unit will contain two **Assignments Briefs** which will contain guidance and tasks to support the submission of sufficient evidence; this will include deadline dates, declaration of ownership, **tips and pointers** and specific guidance.

Assessments of both practical performance and knowledge and understanding will be required in this programme.

No exams in the programme unless Functional Skills Qualifications are required.



### Where will I be studying?

**SSG Training Hub** is based within the grounds of the UOB Alexander Sports Centre, Bedford, MK40. The facilities are serviced by several bus routes in and out of Bedford and is situated less than 10 minutes walk from the train station and town centre. The facility includes an 8 Badminton court Sport Hall, maintained football pitches, gravelled multi-use area and seminar rooms where ICT equipment, Wi-Fi and resources are based.

### How much will it cost?

**SSG Training** will work with yourself to assess your eligibility of accessing governmental funding as a support to your programme fees.

**16 - 18yrs** - Free with SSG Training (dependant on funding regulations being met).

**19 - 24yrs** - Free with SSG Training (dependant on funding regulations being met).

**>24yrs** - £950.00\*.

\***19 - 24yr old Government Funding Grant** is available to individuals who successfully meet application criteria - [click here](#).





### What can I expect from my tutor?

Your tutor will be your main contact at SSG for all elements included in your programme. Any support needs, queries advice or guidance you may need throughout your journey with us on this course will centralise from your tutor. You will have access to your tutor through scheduled 1:1 meeting, group tutorials, email and social media access. The tutors also have work mobile phones allowing you to message and call them when needed. This ongoing support also demonstrates itself it through high expectations and standards both on programme and socially, helping you gain as much work ready preparation as possible.

### What help is available if I think I need some extra support?

Your tutor will be the main point of contact. They will be able to support you in many ways from careers advice, to learning support, from help with assessments to advice on things outside of **SSG**. The tutor will also be able to sign post you to organisations and affiliations who will be able to continue any specialist support you may need at the time. You will have access to support throughout the course, but it will be most beneficial to you if you share details and/or concerns at the start of the programme.

**SSG** will provide guidance and support in contacting the employing organisations that your career path will encounter.

### What do I need to have/be to get on to this programme?

You will need to be able to prove you have the ability in you to complete the qualifications. This evidence usually comes in the form of previous successes e.g Qualification certificates, but it will also be judged against initial assessment results, attitude and desire to achieve the programme.

- 3 GCSEs or equivalent qualifications (D-G or 3-1). Maths and English are an essential two of the three.

Or

- Level 1 Certificate/Diploma in Customer Service or equivalent level qualification supported by industry experience (e.g. volunteering/ work experience or employment).



### What could be my next step after this programme?

- Advanced Business & Entrepreneurship (Level 3).
- Advanced Apprenticeship in Customer Service (Level 3).
- Employment.
- Further Education.



### Will I need any specialist equipment/clothing?

You will be provided with a specific programme outer layer (hooded jumper) which is to be worn as uniform along with industry specific clothing as per policy.

This programme requires:

Smart casual wear. Appropriate bottom layer and plain t-shirt/ polo shirt/ jumper (no sports team shirts)



### Will I get holidays like school/college?

Short answer is no. You will however get a break in learning if your programme falls on the Christmas break. The reason for this is simple, while people in similar positions as yourself, but in other educational settings are sat on the sofa in 'half terms' you will be increasing your knowledge and ability, leaving you not one, but two steps ahead of them, qualified, experienced in interviewing for your next career step while they are still in learning.



### What will my weekly time table look like?

It will depend on the access to facilities, tutors and employers, but SSG Training will set you a time table very similar to industry. So expectation is to be available for this programme between 09:00 -18:00 Monday to Friday in order to meet the allocated hours to complete this intensive qualification.

For this programme your time table will consist of:

- **24 hours** per week for 8 weeks, then 34hrs per week for weeks 9-14 (work placement).
- Start date for programme 1 is w/c **11/09/2017**.
- End date for programme 1 is w/c **11/12/2017**.

You will have the same day every week set aside for functional skills.

 01234 340782

 [courses@ssgservices.co.uk](mailto:courses@ssgservices.co.uk)