



## Train to Gain NVQs

Train to Gain is a national government initiative available to employers to help support the development of their employees who do not qualify for Apprenticeships and are aimed at employees seeking to gain their first full Level 2 qualification. Staff can gain a nationally recognised NVQ qualification at level 2 in a range of sectors. Train to Gain NVQs offer the opportunity for staff to train and gain qualifications in their jobs.

Train to Gain NVQs take on average 20 to 50 hours spread over a number of months to complete depending on the qualification and prior knowledge level.

### *Workplace assessment:*

The key question is not whether you can pass an exam but what impact your learning has on your ability to do your job. The assessment will therefore be on the basis of the actual work you do as a result of the course.

### *What are the entry requirements?*

You must be employed as a paid employee or working as a volunteer, **aged over 19, ordinarily UK resident**, and do not currently have a full Level 2 or higher qualification.

Examples of full Level 2 qualifications:

- \* NVQ 2 in any subject, or higher
- \* 5 GCSE's (or equivalent) at Grade C or above
- \* One or more A Levels
- \* BTEC First Certificate, with credit or distinction
- \* BTEC First Diploma
- \* GNVQ Intermediate Certificate
- \* RSA Diploma, or RSA Stage 2
- \* C&G Higher Operative or Craft qualifications
- \* Pitmans Intermediate Level 2/PEI Stage 2
- \* Edexcel National Certificate and Diploma





**Course name:** Customer Service Level 2 NVQ

**Course tutor:** Senior tutor

**How many weeks is the course?**

On average, a minimum of 20 hours over ten weeks depending on learner knowledge, skills and experience.

**What are the dates of the course?**

On-Going

**What are the days and times of the course?**

Offsite training: Learners/employers to select days from the following days:

(1) Monday - Friday

**Please note:** Offsite learners who do shift work can attend Saturday AM

**What Qualifications will I get?**

Customer Service Level 2 NVQ

**Which modules will I cover?**

In order to achieve the NVQ, Complete **2** mandatory units

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Plus **5** optional units from:

- Meet the needs and expectations of your organisation and customers
- Prepare yourself and your work area to deliver good customer service
- Record and store customer information safely and effectively
- Have an awareness of diversity and not discriminate against colleagues or customers
- Establish a good relationship with internal and external customers
- Communicate clearly and effectively face to face, over the telephone and using written communication

**What else could I do on the programme**

Learners who score below L1 must attend Literacy and numeracy sessions before they can enter the Train to Gain programme.

**How is the learning Marked/Assessed?**

*(Portfolio building, work products, assessor observation of learner performance, questions and answers, professional discussion)*

**Please Note**

**Optional Modules to be discussed and agreed with tutor**

