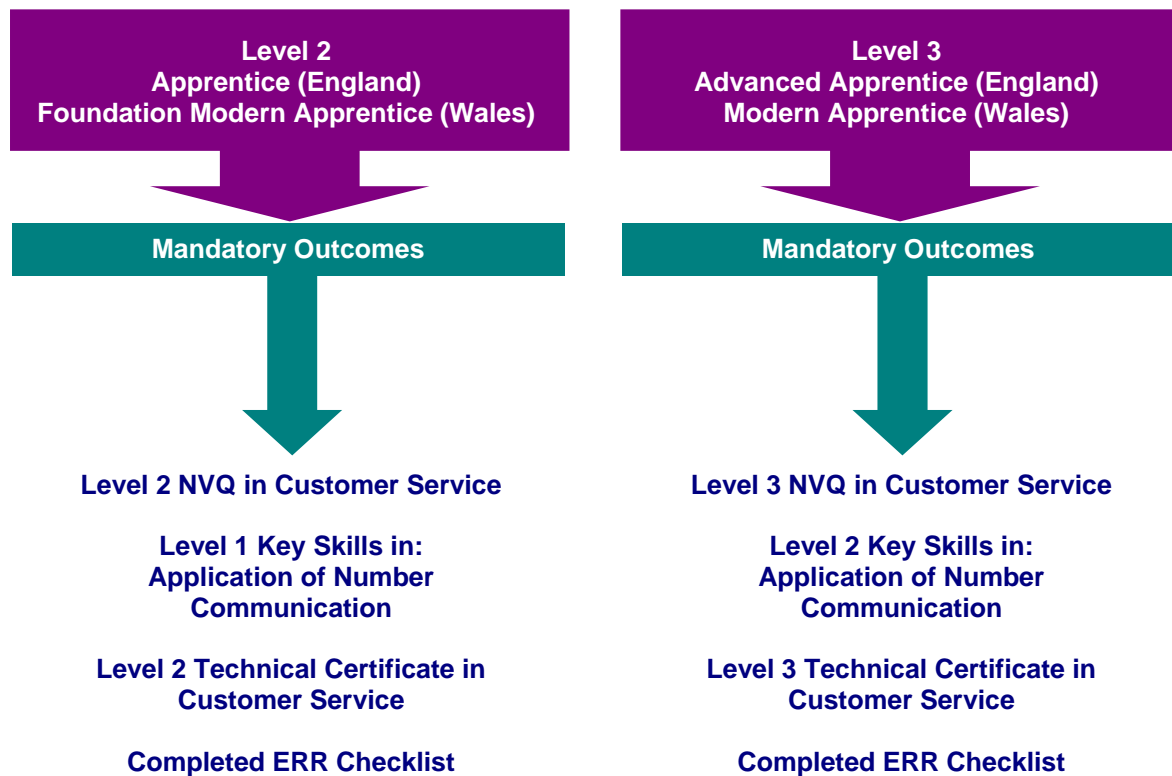


**‘At a glance’ changes to  
Customer Service Apprenticeship Frameworks in England  
and Wales**

**Framework 4  
Implementation Date: 1 August 2006**

**Sector Code 263**



**For more detailed information on each of the above Frameworks please  
see the attached sheets**

Please note that this Framework is subject to final approval by the AAG and is not currently shown on the LSC Website.

<b>MANDATORY OUTCOMES</b> Framework No. 4 – Implementation date: 1 <sup>st</sup> August 2006 Customer Service Apprenticeship (England)/Foundation Modern Apprenticeship (Wales)
<p><b>Customer Service NVQ at Level 2</b> selected from one of the following:</p> <p>City and Guilds Level 2 NVQ in Customer Service – Q Number 100/6058/3            Edexcel Level 2 NVQ in Customer Service – Q Number 100/6088/1            EDI/GOAL Level 2 NVQ in Customer Service – Q Number 100/6092/3            IMI Level 2 NVQ in Customer Service – Q Number 500/1003/7            OCR Level 2 NVQ in Customer Service – Q Number 100/6084/4            VTCT Level 2 NVQ in Customer Service - Q Number 100/6116/2</p>
<p><b>Customer Service Level 2 Technical Certificate</b> selected from one of the following:</p> <p>Edexcel Level 2 BTEC Award in Customer Service – Q Number 100/3031/1            OCR Level 2 Certificate in Customer Service – Q Number 100/6164/2            EDI Certificate in Customer Service Level 2 – Q Number 100/3275/7            City and Guilds Level 2 Certificate in Customer Service – Q Number 100/3358/0            IMI Level 2 Certificate in Customer Service for the Motor Industry – Q Number 100/3595/3</p> <p><b>Important Note!</b>            The optional route of 4 Additional Units in the current Customer Service Apprenticeship (FMA), issue 3, is no longer available as a route for completion of these Apprenticeships. All Apprentices at Level 2 must complete a recognised Customer Service Level 2 Technical Certificate to achieve the Apprenticeship and receive a completion certificate. There is no longer an alternative to the Technical Certificate in the Level 2 Framework.</p>
<p><b>Key Skill Application of Number at Level 1</b>  <b>Key Skill Communication at Level 1</b></p>
<p><b>Employment rights and responsibilities</b></p> <p>The <b>ICS ERR Checklist</b>, showing the ERR for Induction, <b>is available from the ICS Website</b> <a href="http://www.instituteofcustomerservice.com">www.instituteofcustomerservice.com</a> and this must be completed and returned to the ICS when applications are made for completion certificates.</p> <p>The <b>ICS ERR Checklist</b> plus completion of the NVQ and Technical Certificate will constitute the evidence needed to demonstrate completion of the requirements for total coverage of the ERR.</p>

**Important Note!** Apprentices will not be allowed to transfer from any previous Customer Service Apprenticeship Frameworks to Framework Number 4.

Please note that this Framework is subject to final approval by the AAG and is not currently shown on the LSC Website.

<b>MANDATORY OUTCOMES</b> Framework No. 4 – Implementation date: 1 <sup>st</sup> August 2006 Customer Service Advanced Apprenticeship (England)/Modern Apprenticeship (Wales)
<p><b>Customer Service NVQ at Level 3</b> selected from one of the following:</p> <p>City and Guilds Level 3 NVQ in Customer Service – Q Number 100/6063/7            Edexcel Level 3 NVQ in Customer Service – Q Number 100/6089/3            EDI/GOAL Level 3 NVQ in Customer Service – Q Number 100/6105/8            IMI Level 3 NVQ in Customer Service – Q Number 500/1004/9            OCR Level 3 NVQ in Customer Service – Q Number 100/6080/7            VTCT Level 3 NVQ in Customer Service - Q Number 100/6117/4</p>
<p><b>Customer Service Level 3 Technical Certificate</b> selected from one of the following:</p> <p>Edexcel Level 3 BTEC Award in Customer Service - Q Number 100/3032/3            OCR Level 3 Certificate in Customer Service - Q Number 100/6165/4            EDI Certificate in Customer Service Level 3 - Q Number 100/3276/9            City and Guilds Level 3 Certificate in Customer Service - Q Number 100/3359/2            IMI Level 3 Certificate in Customer Service for the Motor Industry - Q Number 100/3596/5</p>
<p><b>Key Skill Application of Number at Level 2</b>  <b>Key Skill Communication at Level 2</b></p>
<p><b>Employment rights and responsibilities</b></p> <p>The <b>ICS ERR Checklist</b>, showing the ERR for Induction, <b>is available from the ICS Website</b> <a href="http://www.instituteofcustomerservice.com">www.instituteofcustomerservice.com</a> and this must be completed and returned to the ICS when applications are made for completion certificates.</p> <p>The <b>ICS ERR Checklist</b> plus completion of the NVQ and Technical Certificate will constitute the evidence needed to demonstrate completion of the requirements for total coverage of the ERR.</p>

**Important Note!** Apprentices will not be allowed to transfer from any previous Customer Service Apprenticeship Frameworks to Framework Number 4.