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Customer Service Training



Customer service plays an important role in any organisation where day-to-day contact and relationship building with customers takes place. Customer Service Apprenticeships and NVQs are nationally designed training programmes offering employees the opportunity to enhance their career through a combination of training and assessment and are recognised throughout business and industry as essential ingredients for success.

Babcock International Group training programmes are aimed at companies wanting to maximise customer service by providing their customer-facing staff with the appropriate training and qualifications.

Customer Service Apprenticeships

Customer Service Apprenticeship
Customer Service Advanced Apprenticeship

Freephone: 0800 731 8199 Email: training@babcock.co.uk Web: www.babcock.co.uk/training



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There are two types of Apprenticeship/NVQ available:

Apprenticeship /Level 2

- 6-12 months duration (approx)
- Provides new skills and a thorough grounding for both new and existing employees
- Academic equivalent to Intermediate GNVQ or 4-5 GCSEs

Component parts

- Employment Rights and Responsibilities
- Level 2 Certificate - Mandatory and Optional Units
- Key Skills Level 1 - Application of Number, Communication
- Technical Certificates at Level 2

Advanced Apprenticeship /Level 3

- 12-18 months duration (approx)
- Successful completion will contribute towards university entrance requirements
- Academic equivalent to Advanced GNVQ or 2 A Levels

Component parts

- Employment Rights and Responsibilities
- Level 3 Diploma - Mandatory and Optional Units
- Key Skills Level 2 - Application of Number, Communication
- Technical Certificates at Level 3



Benefits of Apprenticeships/NVQs

- Provides new and develops existing skills
- Training delivered in the workplace
- Designated Vocational Learning Advisors who visit by appointment only
- Enhances future career prospects
- Provides a sense of achievement
- Gains a nationally recognised and valued qualification

Funding Criteria

- Work an average of 30 hours per week
- Not in full time education
- Must be a European citizen

Funding is available for the majority of cases. To find out more please contact us on the freephone number below.

To find out more contact Babcock on:

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