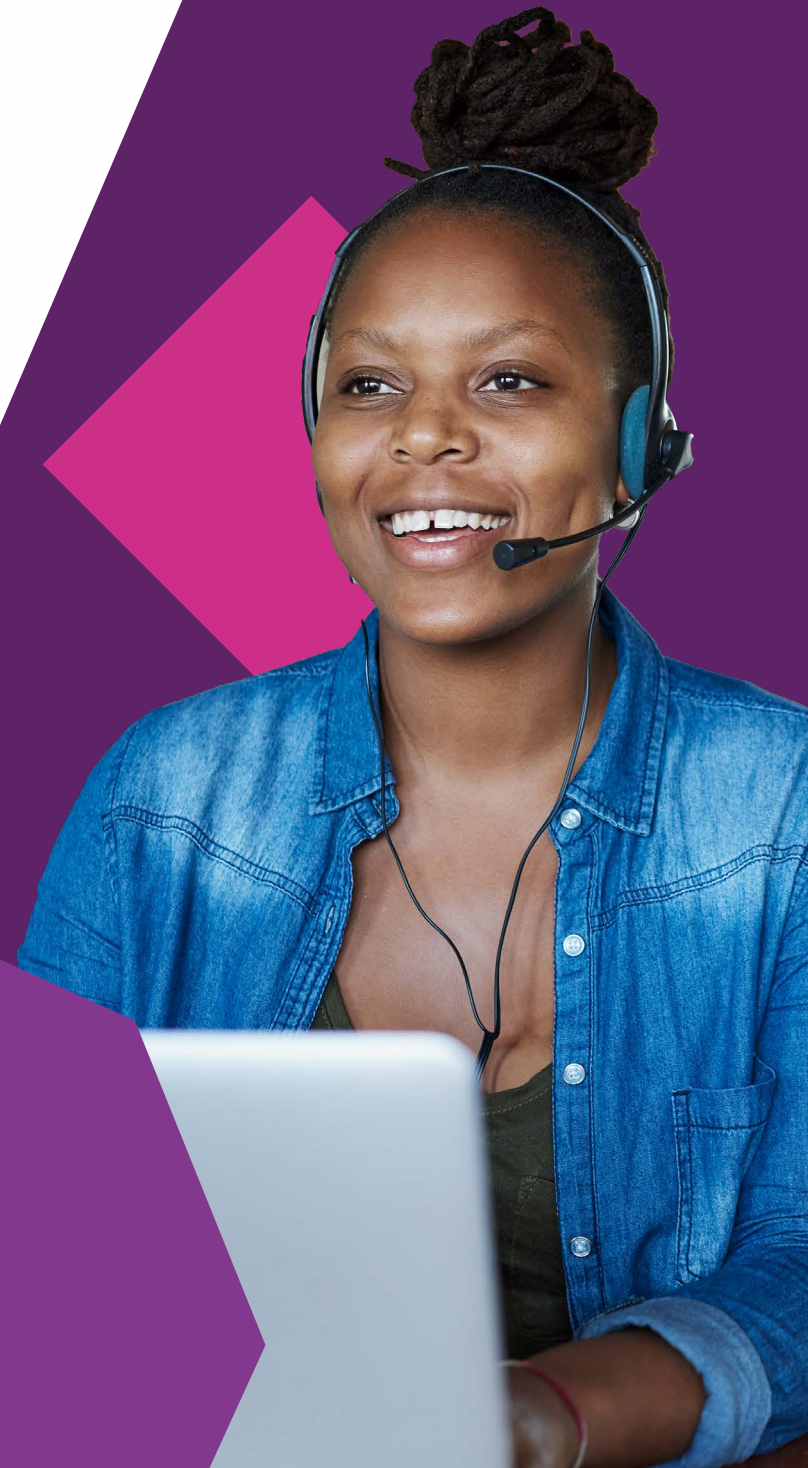


Adult Skills Delivery Plan

Customer Service

January 2024



To support you with your Adult Skills delivery, we have produced an example delivery plan which focuses on 'Customer Service'. The aim is to assist you in designing a flexible delivery programme, which can be tailored to the needs of your adult learners and meet the requirements of the various funding initiatives.*

*The information contained within this delivery plan is provided as a guide and is subject to change. When developing your programmes, we advise that you continue to confirm funding criteria and eligibility with the relevant sources eg: ESFA funding information - qualifications.education.gov.uk/Home/Downloads

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Green Skills for the future

City & Guilds Level 2 Award in Sustainability and the Green Environment

QAN: 610/1201/4

GLH: 30

Level 2 Award in Sustainability and the Green Environment has been designed to provide learners with an introduction to the subject of climate change, sustainability, net zero and the environment as they relate to a green future and can be contextualised to any industry. The award will assist learners with applying sustainable practices at home or in the workplace.

This qualification can be delivered as a stand-alone qualification or added to any of the example programmes illustrated within the delivery plan or other programmes of learning.



Skills bridge to employment

Duration (Typical)	Programme Type	Product / Qualification	GLH	Funded	Weighted Rate	Learning Aim Ref	Qual No	PAM*
Up to 2 weeks	1. Introduction to Customer Service	Level 1 Introductory Award in Employability Skills: Unit 477, The Customer Service Experience	9	AEB / MCA*	£50	60136285	5546-01	P
		Level 1 Introductory Award in Employability Skills: Unit 486, Introduction to Customer Service	9	AEB	£50	60136285	5546-01	P
2 - 4 weeks	2. Preparing to Work in Customer Service	Level 1 Award for Introduction to Customer Service (also available Entry 3)	57	AEB / MCA	£300	50118390	4411-01	P
		or						
		Level 1 Award in Customer Service	30	AEB / MCA	£300	50036828	8992-11	A
		Level 1 Award in Employability Skills	29 - 60	AEB / MCA	£300	60136297	5546-02	P
4 - 6 weeks	3. Industry Tasters for Customer Service	Level 1 Introduction to Customer Service	109 -124	AEB / MCA	£724	50118377	4411-11	P
		and/or						
		Level 1 Award in Customer Service	30	AEB / MCA	£300	50036828	8992-11	A
		Level 1 Award in Employability Skills (6 Credits) Unit 476: Create a positive impression on customers (2 Credits) Unit 428: Business and Customer Awareness (2 Credits) Unit 435: Awareness of equality and diversity (3 Credits)	29 - 60	AEB / MCA	£300	60136297	5546-02	P

*only available for the full qualification

Key to terms

PAM – Portfolio / Assessment (Practical/ Knowledge) / Multiple-choice

AEB – Adult Education Budget
Adult LL – Advanced Learner Loan

FCFJ – Free Courses for Jobs
MCA – Mayoral Combined Authority

Skills bridge to employment

Duration (Typical)	Programme Type	Product / Qualification	GLH	Funded	Weighted Rate	Learning Aim Ref	Qual No	PAM*
7 - 10 weeks	4. Developing skills for Customer Service	Level 1 NVQ Certificate in Customer Service	153 - 173	AEB / MCA	£724	50093484	4430-01	P
		and/or						
		Level 1 Certificate for Introduction to Customer Service	109 - 124	AEB / MCA	£724	50118377	4411-11	P
		and/or						
10 weeks - 12 months	5. Enhancing skills in Customer Service	Level 2 Award in Customer Services	60	–	£300	50036816	8992-12	A
		Level 2 Certificate in Customer Service	115	AEB / MCA	£724	50063297	4417-02	A/M
		and/or						
12 - 36 months+*	6. Working in Customer Service at Level 2 Level 2 NVQs in Customer Service Level 2 Apprenticeships in Customer Service	Level 2 NVQ Certificate in Customer Service	192	AEB / MCA	£1265	50093411	4430-02	P
		Level 2 Diploma for Customer Service Practitioner	201	AEB / MCA	£1417	60323942	2794-12	P/M
		Level 2 Certificate in Customer Service	115	AEB / MCA	£724	50063297	4417-02	A/M
		Level 2 NVQ Certificate in Customer Services	192	AEB / MCA	£1265	50093411	4430-02	P
		Level 2 Customer Service Practitioner Apprenticeship	N/A	Apprenticeship / Levy	£3500	ST0072	9794-12	See Assessment Plan

*Please check individual apprenticeship standard for anticipated duration

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Skills bridge to employment

Duration (Typical)	Programme Type	Product / Qualification	GLH	Funded	Weighted Rate	Learning Aim Ref	Qual No	PAM*
12 months+*	7. Working in Customer Service at Level 3	Level 3 Diploma in Customer Service	289	–	–	60135645	5530-03	P/M
		Level 3 NVQ Diploma in Customer Service	279	–	–	5008818X	4430-03	P
	Level 3 NVQs in Customer Service	Level 3 Diploma in Customer Service Specialist	230	–	–	60336419	2794-03	P/M
		Level 3 Customer Service Specialist Apprenticeship	N/A	Apprenticeship / Levy	£4000	ST0071	9494-12	See assessment plan

*Please check individual apprenticeship standard for anticipated duration

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Example programme

Duration (Typical)	Programme Type	Product / Qualification	GLH	Funded	Weighted Rate	Learning Aim Ref	Qual No	PAM*
2 - 4 weeks	Example Programme 1: Preparing to Work in Customer Services	Level 1 Award in Customer Service	30	AEB / MCA	£300	50036828	8992-12	P
	(If a higher GLH is required substitute the Award in Employability for Certificate	or						
		Level 1 Award for Introduction to Customer Service	57	AEB / MCA	£300	50118390	4411-01	P
		Level 1 Award in Employability Skills (6 Credits)	29 - 60	AEB / MCA	£300	60136297	5546-02	P
		Example Unit 411: Working as part of a team	3 Credits	–	–	L5054663	5546-02	P
		**Example Unit 486: Introduction to customer service	2 credits	–	–	R5075191	5546-02	P
		**Example Unit 404: Effective communication	2 Credits	–	–	R5062702	5546-02	P
		**Example Unit 435: Awareness of equality and diversity	2 Credits	–	–	D5062699	5546-02	P
		Example Unit 441: Rights and responsibilities in the workplace	3 credits	–	–	L5016883	5546-02	P
	Total GLH	103 GLH	Total Funding	£600				
**GLH Total includes the example employability units								

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Knowledge) / Multiple-choice

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Example Work Preparation Programme

Duration (Typical)	Programme Type	Programme Area	AEB Funding
6 weeks – 12 months	Example Programme 2: Work Prep Programme	Core Element	
		Work Placement (175 hours)	£1265
		Work Preparation Qualification Example: Level 2 Extended Award in Employability Skills - (5546-03) (601/3633/9)	£300
		Maths, English & Digital Skills	
		Maths Functional Skills (4748) - where level 2 has not been achieved at key stage 4.	£724
		English Functional Skills (4748) - where level 2 has not been achieved at key stage 4.	£724
		Digital Functional Skills Qualification (4748) – where the learner does not have a level 1 in functional digital skills, and has been assessed at being below level 1 in digital skills	£336
		Vocational Taster	
		Level 1 Certificate in Customer Service (8992-11)	£724
		Total Funding	£4073

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Resources and contact information

Our number one goal is to provide you with an unrivalled level of support, ensuring you have the advice, guidance and resources you need to deliver the best possible experience to your learners.

Our Adult Skills team includes: advisors and subject specialists – dedicated to support with curriculum planning, qualification delivery and understanding on the ever-changing educational environment. Dedicated Account Manager – along with a named contact for all your quality needs.

Get in touch with us to learn more about our Adult Skills provision or more about what City & Guilds qualifications can do for you or your business.

Contact us now

For enquiries about Adult Skills and digital services contact us:

T: 0192 420 6709

For information on how to become a centre visit [our webpage](#).

E: customersupport@cityandguilds.com

#CGAdultSkills

W: cityandguilds.com/adult-skills

For further information and support with our digital learning, learning materials and platforms including; SmartScreen and e-Functional Skills:

E: customersupport@cityandguilds.com

W: cityandguilds.com/digital-learning