



# Adult Skills Delivery Plan

Customer Service



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](https://www.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; for example, Traineeship, Bootcamps or Sector-based Work Academy Programmes (SWAPs).

Available from  
September  
2022



## Skills bridge to employment

| Duration (Typical) | Programme Type   | Product / Qualification  | GLH      | Funded    | Weighted Rate | Learning Aim Ref | Qual No | PAM* |
|--------------------|--|--|----------|-----------|---------------|------------------|---------|------|
| Up to 2 weeks      | <b>1. Introduction to Customer Service</b><br>(May be suitable for Kickstart, JETS, Restart, ESF or SWAP initiatives)      | Level 1 Introductory Award in Employability Skills: Unit 477, The Customer Service Experience  | 15       | AEB / ESF | £50           | 60136285         | 5546-01 | P    |
|                    |  | Level 1 Introductory Award in Employability Skills: Unit 486, Introduction to Customer Service | 16       | AEB / ESF | £50           | 60136285         | 5546-01 | P    |
| 2 - 4 weeks        | <b>2. Preparing to Work in Customer Service</b><br>(May be suitable for Kickstart, JETS, Restart, ESF or SWAP initiatives) | Level 1 Award for Introduction to Customer Service (also available Entry 3)                    | 57       | AEB / ESF | £300          | 50118390         | 4411-01 | P    |
|                    |  | or   |          |           |               |                  |         |      |
|                    |  | Level 1 Award in Customer Service  | 30       | AEB / ESF | £300          | 50036828         | 8992-11 | A    |
| 4 - 6 weeks        | <b>3. Industry Tasters for Customer Service</b><br>(May be suitable for Kickstart, JETS, Restart, ESF or SWAP initiatives) | Level 1 Award in Employability Skills  | 29 - 60  | AEB / ESF | £300          | 60136297         | 5546-02 | P    |
|                    |  | Level 1 Introduction to Customer Service   | 109 -124 | AEB / ESF | £724          | 50118377         | 4411-11 | P    |
|                    |  | and/or   |          |           |               |                  |         |      |
|                    |  | Level 1 Award in Customer Service  | 30       | AEB / ESF | £300          | 50036828         | 8992-11 | A    |
|                    |  | Level 1 Award in Employability Skills (6 Credits)  | 29 - 60  | AEB / ESF | £300          | 60136297         | 5546-02 | P    |
|                    |  | 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)                                      |          |           |               |                  |         |      |

### Key to terms

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

**AEB** – Adult Education Budget  
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## Skills bridge to employment

| Duration (Typical)   | Programme Type  | Product / Qualification                                  | GLH       | Funded                | Weighted Rate | Learning Aim Ref | Qual No | PAM*                |
|----------------------|---|--|-----------|-----------------------|---------------|------------------|---------|---------------------|
| 7 - 10 weeks         | <b>4. Developing skills for Customer Service</b><br>(May be suitable Kickstart, JETS, Restart, Traineeships and Pre-apprenticeship programmes)    | Level 1 NVQ Certificate in Customer Service              | 153 - 173 | AEB / ESF             | £724          | 50093484         | 4430-01 | P                   |
|                      |   | and/or   |           |                       |               |                  |         |                     |
|                      |   | Level 1 Certificate for Introduction to Customer Service | 109 - 124 | AEB / ESF             | £724          | 50118377         | 4411-11 | P                   |
|                      |   | and/or   |           |                       |               |                  |         |                     |
|                      |   | Level 2 Award in Customer Services                       | 60        | AEB / ESF             | £300          | 50036816         | 8992-12 | A                   |
| 10 weeks - 12 months | <b>5. Enhancing skills in Customer Service</b><br>(May be suitable for the initiatives above)   | Level 2 Certificate in Customer Service                  | 115       | AEB / ESF             | £724          | 50063297         | 4417-02 | A/M                 |
|                      |   | and/or   |           |                       |               |                  |         |                     |
|                      |   | Level 2 NVQ Certificate in Customer Service              | 192       | AEB / ESF             | £1265         | 50093411         | 4430-02 | P                   |
| 12 - 36 months+*     | <b>6. Working in Customer Service at Level 2</b><br><b>Level 2 NVQs in Customer Service</b><br><b>Level 2 Apprenticeships in Customer Service</b> | Level 2 Diploma for Customer Service Practitioner        | 201       | AEB / ESF             | £1417         | 60323942         | 2794-12 | P/M                 |
|                      |   | Level 2 Certificate in Customer Service                  | 115       | AEB / ESF             | £724          | 50063297         | 4417-02 | A/M                 |
|                      |   | Level 2 NVQ Certificate in Customer Services             | 192       | AEB / ESF             | £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+*        | <b>7. Working in Customer Service at Level 3</b> | Level 3 Diploma in Customer Service                | 289  | –      | –                     | 60135645         | 5530-03 | P/M     |
|                    |  | Level 3 NVQ Diploma in Customer Service            | 279  | –      | –                     | 5008818X         | 4430-03 | P       |
|                    | <b>Level 3 NVQs in Customer Service</b>          | Level 3 Diploma in Customer Service Specialist     | 230  | N/A    | N/A                   | 60336419         | 2794-03 | P/M     |
|                    |  | <b>Level 3 Apprenticeships in Customer Service</b> | Level 3 Customer Service Specialist Apprenticeship | N/A    | Apprenticeship / Levy | £4000            | ST0071  | 9494-12 |

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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  | <b>Example Programme 1:<br/>Preparing to Work in Customer Services</b><br><br>May be suitable for SWAP, JETs, Mini-Traineeships or Restart learners<br><br>(If a higher GLH is required substitute the Award in Employability for Certificate | <b>Level 1 Award in Customer Service</b>                          | 30                   | AEB / ESF   | £300          | 50036828         | 8992-12 | P    |
|  |   | or  |                      |             |               |                  |         |      |
|  |   | <b>L1 Award for Introduction to Customer Service</b>              | 57                   | AEB / ESF   | £300          | 50118390         | 4411-01 | P    |
|  |   | <b>Level 1 Award in Employability Skills (6 Credits)</b>          | 29 - 60              | AEB / ESF   | £300          | 60136297         | 5546-02 | P    |
|  |   | Example Unit 411:<br>Working as part of a team                    | 3 Credits            | –           | –             | L5054663         | 5546-02 | P    |
|  |   | **Example Unit 486:<br>Introduction to customer service           | 2 credits            | –           | –             | R5075191         | 5546-02 | P    |
|  |   | **Example Unit 404:<br>Effective communication                    | 2 Credits            | –           | –             | R5062702         | 5546-02 | P    |
|  |   | **Example Unit 435:<br>Awareness of equality and diversity        | 2 Credits            | –           | –             | D5062699         | 5546-02 | P    |
|  |   | Example Unit 441:<br>Rights and responsibilities in the workplace | 3 credits            | –           | –             | L5016883         | 5546-02 | P    |
| <b>Total GLH</b>                                     |   | <b>103 GLH</b>  | <b>Total Funding</b> | <b>£600</b> |               |                  |         |      |
| **GLH Total includes the example employability units |   |   |                      |             |               |                  |         |      |

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## Example Traineeship programme

| Duration (Typical)     | Programme Type   | Programme Area  | AEB Funding                           |
|------------------------|--|---|---------------------------------------|
| 6 weeks -<br>12 months | <b>Example Programme 2:<br/>Customer Service Traineeship Programme</b> | <b>Traineeship core element (work preparation and work placement)</b> | £1500                                 |
|                        |  | <b>Maths, English &amp; Digital Skills</b>                            |                                       |
|                        |  | Maths Functional Skills (4748)  | £724                                  |
|                        |  | English Functional Skills (4748)                                      | £724                                  |
|                        |  | Digital Skills Units (4249/7574)                                      | Matrix Funding                        |
|                        |  | <b>Work-Ready Skills</b>  |                                       |
|                        |  | Level 1 Award in Employability Skills (5546-02)                       | £300                                  |
|                        |  | <b>Vocational Taster</b>  |                                       |
|                        |  | Level 1 Certificate in Customer Service (4417-02)                     | £724                                  |
|                        |  | <b>Total Funding</b>  | <b>£3972</b><br>(Excl Digital Skills) |

For AEB-funded traineeships, the ESFA may apply a job outcome payment, depending on the type of programme being delivered. The £1000 employer incentive for each trainee taken on, up to a maximum of 10 trainees per employer has been extended for 2021-22

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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: AEB and Traineeships 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: [directsales@cityandguilds.com](mailto:directsales@cityandguilds.com)

#CGAdultSkills

W: [cityandguilds.com/adult-skills](http://cityandguilds.com/adult-skills)

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

E: [digitalsales@cityandguilds.com](mailto:digitalsales@cityandguilds.com)

W: [cityandguilds.com/digital-learning](http://cityandguilds.com/digital-learning)