## CUSTOMER SERVICE TRAINEESHIP PROGRAMME



WORK PLACEMENT	
Exploring the possibility of using the following for gathering work placement evidence: Profile of Achievement (3791)	
WORK PREPARATION TRAINING - EMPLOYABILITY SKILLS	
Level 1 Award in Employability Skills – Preparing for Employment (5546-02) (QAN: 601/3629/7)	29-60 GLH
MATHS & ENGLISH	
Functional Skills in Mathematics & English (3748)	45 GLH per Award
Or	
Maths & English Skills (3847) single unit or 'themed' Awards	20-60 GLH per Award
Or	
ESOL Skills for Life (4692) Award in Reading, Writing or Speaking & Listening	55-86 GLH per Award
VOCATIONAL TASTER	
Entry Level 3 Award for the Introduction to Customer Service (4411-30) (QAN: 501/1840/7)	51-62 GLH
Level 1 Award for Introduction to Customer Service (4411-01) (QAN:501/1839/0)	57-66 GLH