

4430 NVQ in Customer Service



Frequently asked questions

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For Guided Learning Hours, Qualification Accreditation Number, Units, Assessment, Course design and delivery information, see 4543 handbooks.

The resources you need to deliver City & Guilds qualifications and details on complaints procedures, equal opportunities, malpractices etc can be found in [Centre Administration](#).

What levels are there?	1 to 4 for the NVQ
Which framework is the qualification accredited on?	Qualification & Credit Framework
When is this qualification be available for registrations?	1 August 2010
What are the QCA Accreditation numbers/LAD references?	Level 1 NVQ – 500/9348/4 Level 2 NVQ – 500/9341/1 Level 3 NVQ – 500/8818/X Level 4 NVQ – 500/8817/8
What are the Accreditation dates?	Last Registration: Level 1 – 4 31 July 2014 Last Certification: Level 1 31 July 2015 Level 2 31 July 2016 Levels 3 and 4 31 July 2017
What is the Credit value?	Level 1 - 22 Level 2 - 28 Level 3 - 42 Level 4 - 67
Eligibility for funding? (If yes, how do I get funding?)	Yes, Level 2 and 3 as part of the Customer Service Apprenticeship and Advanced Apprenticeship. Due to funding changes we recommend contacting your regional funding agency for up-to-date information.
Which are the mandatory units (Rules of combination) ?	The mandatory units are: Level 1 – 101, 201 Level 2 – 101, 201 Level 3 – 301, 302 Level 4 – 401, 402

<p>To complete an Apprenticeship what must the learner achieve?</p>	<p>For the Customer Service Apprenticeship, the learner must successfully complete the following:</p> <ul style="list-style-type: none"> • 4430 - 02 Level 2 NVQ Certificate in Customer Service • 4417-02 Level 2 Certificate in Customer Service • Functional Skills / Key Skills
<p>What about Technical Certificates?</p>	<p>4417-02 Level 2 Certificate in Customer Service 4417-03 Level 3 Certificate in Customer Service</p>
<p>Are there any support materials?</p>	<p>Need to Know More document Handbooks for each level are available on the City & Guilds website. Further documentation will be added.</p>
<p>Are there Smartscreen resources?</p>	<p>Levels 2 and 3 NVQ Certificate / Diploma are supported by Smartscreen.</p>
<p>Will full or unit Certificates be issued?</p>	<p>Certificate of Unit Credit (CUC) certificates are issued, as well as a full certificate upon successful completion of all required units.</p>
<p>FAQ Document last updated</p>	<p>19 July 2010. Subscribe to our free monthly e-newsletter for product updates.</p>