### 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.

<table>
<thead>
<tr>
<th>What levels are there?</th>
<th>1 to 4 for the NVQ</th>
</tr>
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<tbody>
<tr>
<td>Which framework is the qualification accredited on?</td>
<td>Qualification &amp; Credit Framework</td>
</tr>
<tr>
<td>When is this qualification be available for registraions?</td>
<td>1 August 2010</td>
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| 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 2 31 July 2015  
Levels 3 and 4 31 July 2016  
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 |
| **To complete an Apprenticeship what must the learner achieve?** | For the Customer Service Apprenticeship, the learner must successfully complete the following:  
• 4430 - 02 Level 2 NVQ Certificate in Customer Service  
• 4417-02 Level 2 Certificate in Customer Service  
• Functional Skills / Key Skills |
| --- | --- |
| **What about Technical Certificates?** | 4417-02 Level 2 Certificate in Customer Service  
4417-03 Level 3 Certificate in Customer Service |
| **Are there any support materials?** | Need to Know More document  
Handbooks for each level are available on the City & Guilds website. Further documentation will be added. |
| **Are there Smartscreen resources?** | Levels 2 and 3 NVQ Certificate / Diploma are supported by Smartscreen. |
| **Will full or unit Certificates be issued?** | Certificate of Unit Credit (CUC) certificates are issued, as well as a full certificate upon successful completion of all required units. |
| **FAQ Document last updated** | 19 July 2010.  
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