**Fast-track approval request form - 9650 Apprenticeship in Customer Service**

**(England)**

**Form FTAP 1**

Edition 2.1

To gain approval for these packages centres must already be approved and have had successful external quality assurance activity for the 5530 Diplomas in Customer Service.

9650 centres will receive approval (registration only) to offer 3748 Functional Skills. 3748 Functional Skills separate assessment entry fees within these packages. There is **no** obligation to enter your learners for these qualifications but if you decide to following approval certification status will be subject to a successful external quality assurance activity.

Please complete this form indicating which Apprenticeship you are requesting approval for and confirming that you have approval for the relevant qualifications.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Centre name** |  | **Centre number** |  | |  |  |  |  |  |  |  |
| **Address** |  | | | | | | | | | | |
| **Postcode** |  | | | | | | | | | | |
| **Quality Team** |  | | | | | | | | | | |
| **Name of contact** |  | | | | | | | | | | |
| **E-mail address** |  | **Telephone number** | |  | | | | | | | |

I confirm that we are approved for the following qualifications:

Please tick the box to indicate you offer the relevant qualifications for the apprenticeship:

|  |  |
| --- | --- |
| **9650-02** Intermediate Apprenticeship in Customer Service  **- components**   * 5530-02 Level 2 Diploma in Customer Service |  |
| **9650-03** Advanced Apprenticeship in Customer Service  **- components**   * 5530-03 Level 3 Diploma in Customer Service |  |

I am requesting approval to offer:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Qualification number** | | | | | | | **Level** | **Title** | **Tick** |
| 9 | 6 | 5 | 0 | / | 0 | 2 | 2 | Intermediate Apprenticeship in Customer Service |  |
| 9 | 6 | 5 | 0 | / | 0 | 3 | 3 | Advanced Apprenticeship in Customer Service |  |

**3748 Functional Skills**

Please tick the appropriate box below to indicate your intention around 3748 as part of these packages:

|  |  |
| --- | --- |
|  | I do **not** intend to enter learners for 3748 Functional Skills |

|  |  |
| --- | --- |
|  | I **intend** to enter learners for the following 3748 Functional Skills & understand certification status is subject to a successful external quality assurance activity. |
|  | Level 1 Maths |
|  | Level 1 English |
|  | Level 2 Maths |
|  | Level 2 English |

I confirm that there have been/have not been\* changes to the information submitted previously (please delete as appropriate\*). Where changes have taken place, a Centre Update form is enclosed.

|  |  |
| --- | --- |
| **Signature** |  |
| **Name** |  |
| **Date** | (dd/mm/yyyy) |

Please send this form to your Quality Team in the Territory Office. If you are unsure of the appropriate address, please refer to our website ([**www.cityandguilds.com**](http://www.cityandguilds.com)) or telephone our Customer Contact Centre on 0844 543 0000.