



Wales England Care Training Ltd

CUSTOMER SERVICE 3 AT MVRRS AND WALES ENGLAND CARE



CANDIDATE GUIDE

Here, you'll find everything you need to study Level 3 qualification in Customer Service. This work-based course is the required qualification for registration and regulatory requirements in the social care sector.

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1. Apprenticeships

If you are an apprentice at level 3 you will take other qualifications in addition to the QCF. These will be certificated by an awarding body either Pearson or Agored Cymru. On this programme you will take – a QCF at Level 3 – Essential Skills Qualifications – Communication, Application of Number, Information and Communication Technology and Digital Literacy.

Apprenticeships are an essential ingredient of economic success and a vital tool in building a stronger, fairer and more equal Wales. Through enabling more people to achieve their full potential and raising skills levels to meet employer needs we can drive productivity and prosperity in our economy and create more resilient communities. Our investment in skills is an investment in the future of our country, our businesses and our people.

Our Apprenticeship programme benefits from the European Social Fund (ESF) in both West Wales and the Valleys and East Wales. The vote to leave the EU is bound to create uncertainty for employers, training providers and other interested parties. However, the First Minister for Wales has made it clear that we should negotiate continued participation, on current terms, in major EU programmes until the end of 2020.

Wales has developed a highly successful Apprenticeship programme, one built in partnership with Welsh businesses and with a strong focus on quality. The programme is highly valued by both employers and apprentices and our framework success rates are consistently over 80%. However, changing demand from employers and learners as well as the introduction of the Apprenticeship Levy by the UK Government means there is now a need to revisit how the programme in Wales will operate, and to consider how it should develop further to meet the changing needs of the Welsh economy; both now and in the future.

2. What are QCFs?

QCFs are nationally recognised qualifications they are gained in the workplace. When you achieve your QCF it will show that you are competent in your job – able to do something skilfully and to know why it is done that way.

There are five levels of QCFs:

Level what you have to show to achieve the qualification

1 At Level 1 you would need to show that you have the basic knowledge and skills to carry out every day activities in the workplace.

2 At Level 2 you will need to show that you have good knowledge and understanding of an area of work and the skills to carry out a variety of tasks with some guidance or supervision.

3 At Level 3 you will need to show that you can apply a range of knowledge, skills and understanding to your work and work independently. You may supervise and/or train others.

4 At level 4 you will need to be working in a specialist job which involves analysing a high level of information and knowledge to show the skills, understanding and knowledge. You will be working in a technical or professional job and/or managing and developing others.

5 At level 5 level you will have to show that you can apply high levels of knowledge, understanding and skill and can formulate solutions and responses to complex problems and situations. You will be a higher grade technician, professional or manager and have a high level of competence in managing and training others.

3. The structure of QCFs

The national occupational standards in your qualification will be grouped into the main activities which make up a job. These groups of activities are called units (except for a few QCFs where they are called 'areas of competence', but in this guide we will refer to them as 'units'). There are three types of units. The standards for your own QCF will tell you which types of units you need to complete, and how many units there are to choose from.

Mandatory units – you will have to achieve all of these to get your QCF. You may also have to achieve some optional units.

Optional units – you may be able to choose from a number of optional units if your QCF includes optional units. You will be helped to choose the best optional units to match your job or interests.

Additional units – you do not have to achieve these to gain the QCF. They show extra areas of work in which you are competent. You will be helped to decide if you should take any additional units. They will be listed on your skill scan and discussed with your assessor.

The structure of a unit – Each unit describes what you must be able to do to show you can competently perform a part of your job. Competence is being able to do something skilfully and to know why it is done that way.

To achieve your QCF you must show that you can perform a number of tasks competently on a number of occasions. Units may break down into a number of parts. Your QCF units may be broken down in this way:

- Unit title – with a description, telling you what the unit is about
- Element/outcomes – which describe the tasks to be completed
- Course criteria – these state what you have to do to show you can perform the task
- Knowledge and understanding – these state what you have to know to perform the task to the standard
- Evidence requirements – what you have to produce to show that you can do

4. Entry requirements

Ideally you would have already achieved a level 2 qualification in your chosen sector however this is not a mandatory requirement. To complete your qualification you must be in a customer service facing role we can then register you for this qualification.

Throughout this course, you will be provided with training support from our experienced team of tutors/assessors. Also, you will have access to an online study platform via VQ Manager and One File; here you will find references to reading and study materials including recommended books, and tutorial videos. In addition, you will have special online forum for communication with your assessor.

Studying with Wales England Care training has many advantages. The course material is delivered at your workplace, and can be

adapted to fit in with your lifestyle. It is created by experts within the industry, meaning you are receiving accurate information, which is up-to-date and easy to understand.

5. Qualifications objectives

The Level 3 qualification in Customer Service is for learners who work in a customer facing role. It gives learners the opportunity to:

- develop and demonstrate supervisory competent customer service skills.
- develop and pass on technical skills and knowledge to others in Customer Service.
- have existing customer service supervisory skills recognised
- achieve a nationally-recognised customer service Level 3 qualification
- develop your own personal growth and customer service in learning.

6. Our Centre

Many types of organisations can become centres including colleges, companies, hospitals, training providers. Wales England Care Ltd and MVRRS Ltd are approved centres with Pearson and Agored Cymru and based at Charles Street, Newport opposite the job centre in Newport. Any learning/training which you may need to help you to complete your QCF will be identified by us once you start the programme. You may do your learning at your centre or at work, or use training/learning materials to help you.

The QCF centre will take care of all the administration of your QCF. The centre staff will make sure that you are registered with Pearson or Agored Cymru within 4 weeks of start of the qualification and that your certificate is applied for at the right time when your internal verifier confirms completion. Your centre will take you through an induction and initial assessment so that you are clear about how the whole QCF assessment process will work. Induction and initial assessment are covered in detail in your induction pack and portfolio. The induction section will explain, who from the centre will work with you, mainly an assessor and internal verifier, what they will do, mainly assess and verify evidence of learning and what you will have to do to make sure that you are successful.

7. Who is it for?

This qualification is designed to guide and assess the development of knowledge and skills relating to management in customer service, and can be used to confirm competence in these areas in a wide range of job roles.

8. Course Description:

The course will be delivered at your workplace and include various assessment activities to include observations of work practice activities, discussions, questioning, work place task assessment, witness statements and evidence collection. Your assessor will attempt to use as many natural forms of evidence as possible so that it fits in with your work schedule. You maybe required to complete additional work outside of working hours and this will be discussed with you as part of your individual learning plan.

At each monthly visit your assessor will record and document all activities against progress and you will be required to sign and verify that progress. If you have any questions, queries, or concerns about your progress or assessment please contact the office directly on 01633816312 and ask for the Head of Quality.

This course has mandatory units which are relevant to all of the above pathways. As well as the mandatory units, learners will choose optional modules depending on which area they wish to study.

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9. Assessment

You will be assessed and supported by a qualified Assessor / Trainer. You as a customer service learner will apply learning through practical assessments in the form of internally assessed assignments and externally assessed tasks and written exams. We will use tried-and-tested teaching and assessment styles that teachers and students know and love. For internally assessed assignments, you and your programme team draw up an assessment plan and create an assignment brief for your students to then carry out set tasks and create evidence around work-related scenarios. Assignments can include research, projects, investigations, fieldwork and experiments and often link theory with practical exercises.

Our new delivery process retains the familiar flexible, unit-based content, with knowledge and skills applied in project-based assessments. Coverage and mastery: achieving individual units and the qualification in response to the needs of employers and Higher Education, we've designed the new courses to provide a consistent foundation of knowledge and skills.

This means all candidates can start on their chosen career pathway with confidence. There's plenty more information in your qualification specification please ask your assessor for a copy so that you review the detail.

Assessment Format / Ways of proving your competence:

- Outcome Assignments Set and marked by the training provider and Verified/ Certificated by Pearson / Agored Cymru
- Practical tasks set in work-related scenarios, can be tailored to local industry needs.
- Learners demonstrate how they apply knowledge and skills to complete a practical project over a period of time.
- Working can be completed individually or in groups.
- Tasks Set and marked by internal verifiers
- Practical, work-related scenarios taken in realistic, time-based situations.
- Controlled conditions – some tasks have pre-released information. Learners demonstrate how they apply learning to common workplace or HE scenarios, providing a consistent standard of assessment for all learners.
- Written Exams Set and marked by the awarding body and assessors.
- You can draw on essential information to create written answers to practical questions in exam conditions.
- Learners demonstrate they can apply appropriate knowledge to a work related challenge in timed periods.

10. How this Qualification is delivered?

This is a vocational qualification with between 12 and 24 months.

During this time you can expect to be involved in formal learning activities which could include:

- Classes
- Tutorials or seminars
- Coaching and mentoring
- Supervised practical work in the workplace and assessment where an Assessor is present
- 100 per cent of this qualification focuses on the development of your skills and knowledge, supporting your progression within or entry to work as a Manager.

Method of Assessment:

- The qualification is competency based so there is requirement for assessment in a real work environment
- Learners need to complete sufficient hours to enable them to develop and evidence their skills
- Assessment should follow the Skills for Care and Development QCF Assessment Principles
- A portfolio will be presented for assessment.
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The types of assessment may include:

- Evidence Tracking Sheets
- Assessor observations – completed observation checklists and associated action plans
- Witness testimonies
- Projects
- Reports
- Professional discussion
- Oral and written questioning
- Candidate and peer reports
- Recognition of prior learning

11. Access to assessment

QCF centres will make alternative assessment arrangements to allow you to show that you can meet the standards, if you have any special requirements this will be discussed with you at initial assessment and recorded on your individual learning plan. If you are eligible for specialist support, the QCF allows for this and your employer supports this process Wales England Care will source extra resource to support your programme. We will explain this to you during your induction. If you have a need, we will make the arrangements required and these will be outlined in your assessment plan. Please note the centre may need to discuss these arrangements with the award body.

12. Units explained

Units include:

- The qualification detail so you know what content you'll be learning.
- Guided Learning Hours, so you know how long each unit takes to teach.
- Which units the learner has to achieve at pass or above in order to achieve the full qualification.
- How – and when - each unit is assessed, and whether the units are mandatory or optional.
- Unit lists includes a simple overview of what's included in both internally and externally assessed units.

Units:

Course Content, Mandatory Units

1 L/506/2150 Organise and Deliver Customer Service 3

2 Y/506/2152 Understand the Customer Service Environment

3 5 40 3 K/506/2169 Resolve Customers' Problems 3

4 19 4 D/506/1942 Principles of Business 3

5 J/506/2910 Understand Customers and Customer Retention 3

6 T/506/2952 Manage Personal and Professional Development 3

Decided on Units:

- Depending on your interests or role in the workplace there's a range of mandatory and optional units to complement the skills and knowledge. It's important to note that the optional units need to be specific to each learner to ensure that their job role and work context enable them to meet the assessment criteria and requirements of the unit.

13. Quality Assurance

- Quality assurance is at the heart of our qualifications and means you have the support you need to ensure the quality and standard of internal assessments in all centres.
- New, improved Quality Assurance policies.

- We've listened to feedback from assessor to understand what you need from your Quality Assurance guidance.
- Simpler paperwork – we've reduced paperwork, combined documents and removed repetitive signatures so you can spend less time on admin.
- Improved the sampling of your portfolio – we'll provide co-ordinated sampling of your work at planned times so you receive early feedback on your samples and be confident in your work standard.
- Assessment and assignment writing, and Standardisation training for your assessors so that their skills are up to date.

14. Progression opportunities

Learners who achieve the Level 3 Customer Service qualification for Wales and Northern Ireland can progress to Level 3 qualifications for management or a senior practitioner role in at levels 3 or 5, or to specialist qualifications reflecting the context in which they work.

15. Industry support and recognition

These qualifications are supported by the sector skills council for management.

16. Certification

Successful candidates will receive a Level 3 Customer Service Qualification from Pearson; this award body is recognised within England and Wales who are currently recognised by ESTYN and Ofqual and the Department for Education and Skills.

17. Career Path

The qualification is supported by employers from any sector. Successful completion of the qualification confirms your competence in any of the following job roles (depending on the pathway chosen in the qualification and your own particular interests):

- Customer Service post in your relevant sector.
- Customer Service post in a linked sector.
- Customer Service post in your relevant sector.
- Customer Service post in a linked sector.

18. What will you gain through the course?

- Guide and assess development of knowledge and skills relating to supervisory and management skills.
- Provide management progression opportunities.
- Confirm competence of your supervision in your sector.
- Serve as a progression pathway to the required qualification at level 3.

19. Health and Safety

All QCF centres have to make sure that they provide a safe and healthy environment for training, including induction and assessment. Award bodies check this when they visit assessment centres. As your assessment will take place in the workplace, you will have responsibility for making sure that you understand the Health and Safety regulations which apply in your place of work. Most QCFs have one unit which is concerned with Health and Safety at work and so you may be asked to gather evidence to show that you not only know and understand the regulations but can also put them into practice. Your premises will also be vetted against the Welsh Governments health and safety standards.

20. Equal opportunities

We will have an equal opportunities policy. This means that we agree to provide equal opportunities to all candidates, whatever your age, gender, racial origin, nationality, creed for example. We will gather information during induction about your gender, ethnic background and any alternative assessment needs you may have. You will be advised by the centre about your rights under the Data Protection Act. The Wales England Care Equal Opportunities Policy is available at www.mvrrs.co.uk, from your assessor or from your award body customer Relations team.

21. Essential reading and Contact

Before you dive into the unit content in more detail ask your assessor to run through the induction guide, qualification specification and skill scan so that you can familiarise yourself with the detail and full award content. Check the unit lists to confirm which unit's learners must achieve at Pass level. You can also access a variety of content about apprenticeships and learning from the following websites -

www.Pearson.co.uk

www.agoredcymru.co.uk

www.mvrrs.co.uk

www.gov.wales.co.uk

22. Appeals and Course Queries

During your course you may find that you have concerns or issues regarding your learning progress or quality, in this instance you should contact customerservice@walesenglandcare.co.uk or call the office and ask to speak to the Head of Quality / Head of Contracts on 01633816312. You can also contact Pearson or Agored Cymru details of which are included on the below websites. You can also contact ESTYN or Welsh Government directly who assess the value of learning within Wales please see below for full details.

Appeals -

https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/Enquiries_and_Appeals_on_Pearson_Vocational_Qualifications.pdf

Policies –

<https://qualifications.pearson.com/en/support/support-topics/understanding-our-qualifications/policies-for-centres-learners-and-employees.html/student>

General

www.Pearson.co.uk

www.agoredcymru.co.uk

www.mvrrs.co.uk

www.gov.wales.co.uk

Bibliography

Reference for content -

Pearson Specification Guide HSC 2 issue 3 June 16

Pearson BTEC Health and Social Care web guides

Gov.Wales – Aligning Apprenticeships in Wales

Wales England Care programme spec HSC 2 July 17

City and Guilds Candidate and Centre Guide

