

NCFE Traineeship in Customer Service

Traineeships can be tailored to your needs as long as they are made up of 3 core elements:

- **English and maths**, as these are seen as crucial employability skills
- a high quality **work placement** to give the learner meaningful work experience and to develop workplace skills (should be a minimum of 100 hours)
- a focused period of **induction and work preparation training**, covering areas like CV writing, interview preparation, job search and inter-personal skills.

You may also include a **flexible element** such as an introduction to industry or other industry specific qualifications. Learners who complete this Traineeship could progress to further learning in areas such as business administration or to employment in roles such as administrator or office support.

Core elements	Qualification	GLH	Reg fee
English	NCFE Functional Skills Qualification in English at Level 1 (501/1660/5)*	45	£16
Maths	NCFE Functional Skills Qualification in Mathematics at Level 1 (501/2325/7)*	45	£16
Work placement & Induction and work preparation	A high quality work placement to give the learner meaningful work experience and to develop workplace skills &	100	n/a
	NCFE Level 1 Award in Employability Skills (601/4680/1)* See Traineeship builder for other options	36	£24
Flexible element	NCFE Level 1 Certificate in Customer Service (601/3972/9) See Traineeship builder for other options	133	£62
With flexible element total		359	£118
Without flexible element total		226	£56

*free learning resources available