



**Qualification Specification**  
**Customer Service (England)**  
**Intermediate Level Apprenticeship in**  
**Customer Service**  
**Advanced Level Apprenticeship in**  
**Customer Service**

Version 3.0  
(October 2017)



This qualification specification covers the following qualifications:

<b>Qualification Title</b>	<b>Qualification Number</b>
Gateway Qualifications Level 2 Diploma In Customer Service	601/6718/X
Gateway Qualifications Level 3 Diploma in Customer Service	601/6727/0

### About this qualification specification

This qualification specification is intended for Tutors, Assessors, Internal Quality Assurers, Centre Quality Managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It sets out what is required of the learner in order to achieve the qualification. It also contains information specific to managing and delivering the qualification(s) including specific quality assurance requirements.

The guide should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer this qualification, you must be a Gateway Qualifications recognised centre.

If your centre is not yet recognised, please contact our Development Team to discuss becoming Gateway Qualifications Recognised Centre:

Telephone: 01206 911211

Email: [enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)

Website: [www.gatewayqualifications.org.uk/recognition](http://www.gatewayqualifications.org.uk/recognition)

## Contents

<b>1. Qualification Information</b>	<b>6</b>
1.1 About the qualifications	6
1.2 Objective	6
1.3 Key Facts	7
1.4 Funding	7
1.5 Achievement methodology	7
1.6 Geographical Coverage	7
1.7 Progression Opportunities	8
1.8 Relationship with other frameworks	8
<b>2 Learner Entry Requirements</b>	<b>9</b>
2.1 Age	9
2.2 Prior Qualifications or Units	9
2.3 Prior Skills/Knowledge/Understanding	9
2.4 Restrictions	9
2.5 Access to qualifications for learners with disabilities or specific needs	9
2.6 Additional Requirements/Guidance	10
2.7 Recruiting Learners with Integrity	10
<b>3 Achieving the Qualification</b>	<b>11</b>
3.1 Qualification Structure (Rules of Combination and Unit List)	11
For information on Recognition of Prior Learning/Exempt and Equivalent units please see section 3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies	11
Gateway Qualifications Level 2 Diploma In Customer Service	11
Gateway Qualifications Level 3 Diploma in Customer Service	15
3.2 Recognition of Prior Learning (RPL)	19
3.3 Links to other qualifications	19
<b>4 Assessment and Quality Assurance</b>	<b>20</b>
4.1 Method of Assessment	20
4.2 Assessment Materials	20
4.3 Qualification-Specific Centre Requirements	20
4.4 Qualification-Specific Tutor/Assessor Requirements	20
4.5 Qualification-Specific Quality Assurance Requirements	20
4.6 Additional Requirements/Guidance	21
4.7 Employee Rights and Responsibilities	21
4.8 Total GLH for the Apprenticeship Framework	22
4.9 Personal Learning and Thinking Skills Mapping	22
<b>5 What to do next</b>	<b>25</b>

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**6 Gateway Qualifications ..... 25**

## 1. Qualification Information

### 1.1 About the qualifications

The qualifications have been approved by the Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England.

Pathway 1: Customer Service

Aims of the qualifications to support the aims and objectives of the Customer Service (England) Apprenticeship Framework.

The **Gateway Qualifications Level 2 Diploma in Customer Service** meets the combined knowledge and competence qualification requirements of the Intermediate Level Apprenticeship in Customer Service.

The **Gateway Qualifications Level 3 Diploma in Customer Service** meets the combined knowledge and competence qualification requirements of the Advanced Level Apprenticeship in Customer Service.

The Customer Service Intermediate and Advanced Apprenticeships in England respond to the employer need for high levels of customer service skills within a wide range of organisations. Customer service skills are transferable across sectors and can be applied to many job roles. The apprenticeships are primarily aimed at individuals whose job role is dedicated to customer service as an occupation, for example intermediate apprentices may be Customer Service Trainees, Assistants and Representatives/Agents, whilst advanced apprentices may be Customer Relations Manager, Team Leader or Customer Service Coordinators.

Employers across all sectors, regardless of whether their main business is customer service or if they wish to train staff to undertake customer service as part of their job role, need to up skill their current workforce and recruit new staff. Customer service apprenticeships have a major role to play in this by helping employers address the skills gaps and shortages that they are experiencing, and by providing a vehicle for introducing and raising customer service skills in the workplace.

### 1.2 Objective

The objective of the Gateway Qualifications Levels 2 and 3 Diploma in Customer Service is to confirm competence in an occupational role to the standards specified within the Apprenticeship Framework for Customer Service (England).

### 1.3 Key Facts

Qualification Title in full	Credit Value	Total Qualification Time	Guided Learning Hours
Gateway Qualifications Level 2 Diploma In Customer Service	45	450	245
Gateway Qualifications Level 3 Diploma in Customer Service	55	550	289

**Total Qualification Time** is the number of notional hours which represents an estimate of the total amount of time that could be reasonably expected to be required for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

Total Qualification Time is comprised of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

### 1.4 Funding

For information regarding potential sources of funding please visit the following websites;

The Education Funding Agency <http://www.gov.uk/efa>

The Skills Funding Agency <https://www.gov.uk/sfa>

or, contact your local funding office.

### 1.5 Achievement methodology

The qualification will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process.

Achievement is therefore determined by successful completion of unit assessment with no further requirement for additional/summative assessment.

### 1.6 Geographical Coverage

The qualifications have been approved by Ofqual to be offered in England.



## 1.7 Progression Opportunities

Those completing the Level 2 Diploma as part of an Intermediate Level Apprenticeship could progress onto:

- the Level 3 Advanced Apprenticeship in Customer Service
- other Level 3 Advanced Apprenticeships – particularly where customer service is an important part of the job such as Business Administration, Retail, Hospitality and Travel & Tourism
- further education to undertake customer service, business related or other qualifications.

Learners completing the Level 3 Diploma as part of an Advanced Level Apprenticeship could progress onto:

- a Higher Level Apprenticeship programme in Contact Centre Management, Business & Professional Administration or Leadership & Management
- further or higher education to undertake customer service, business related or other qualifications, including Foundation Degrees in, for example, Contact Centres, Retail Management, Business Management or Hospitality
- a range of Customer Service, Contact Centres, Sales, Business related and other undergraduate programmes
- a range of Customer Service and other Professional Qualifications, including a Level 4 Diploma in Customer Service Management, a Level 4 Diploma in Contact Centres, or a Foundation Degree in Contact Centre Management.

## 1.8 Relationship with other frameworks

The Gateway Qualifications Level 2 and 3 Diplomas in Customer Service are related to the National Occupational Standards (NOS) developed by Skills CFA. It provides a significant amount of knowledge, understanding and skills development that underpins occupational competence in customer service across a wide range of sectors.

## 2 Learner Entry Requirements

### 2.1 Age

The approved age range for these qualifications is: 16+.

### 2.2 Prior Qualifications or Units

There is no requirement for learners to have achieved prior qualifications or units.

### 2.3 Prior Skills/Knowledge/Understanding

Employers are looking to attract applicants to apprenticeships who have a keen interest in providing excellent customer service and working as part of a team. They expect applicants to demonstrate a "can do" attitude and have basic numeracy and literacy skills on which to build their customer service skills.

Apprentices who are undertaking the Customer Service Advanced Apprenticeship, or completing the Level 3 Diploma in Customer Service qualification as a standalone qualification, are likely to have some prior experience in a customer service role, although this is not a formal requirement.

### 2.4 Restrictions

There are no restrictions to entry.

### 2.5 Access to qualifications for learners with disabilities or specific needs

It is Gateway Qualifications' aim that there shall be equal opportunities within this organisation and in all the services it provides and within its recognised centres and via the services they provide and so meet the organisation's legal responsibilities to prevent discrimination.

In particular it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

Details on how to make adjustments for learners is set out in the Reasonable Adjustment and Special Considerations Policy.

## **2.6 Additional Requirements/Guidance**

There are no additional rules or guidance regarding learner entry requirements.

## **2.7 Recruiting Learners with Integrity**

It is vital that centres recruit with integrity with regard to qualifications. Centres must ensure that learners have the correct information and advice on their selected qualification(s) and that the qualification(s) will meet their needs.

The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualification(s).

### 3 Achieving the Qualification

#### 3.1 Qualification Structure (Rules of Combination and Unit List)

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within the unit specifications. These include the learning outcomes and associated assessment criteria. To obtain unit information, please contact Gateway Qualifications who will enable access to our unit library.

For information on Recognition of Prior Learning/Exempt and Equivalent units please see section **3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies**

#### **Gateway Qualifications Level 2 Diploma In Customer Service**

To achieve this qualification, learners must complete a minimum of 45 credits: 19 credits from Mandatory Group A, a minimum of 3 credits from Optional Group B, and a minimum of 16 credits from Optional Group C. A maximum of 7 credits can come from Optional Group D.

The requirement for at least 10 credits for the knowledge element and 10 credits for the competence element will be completed through the mandatory units. By completing the following mandatory units the apprentice will achieve 9 credits for competence and 10 credits for knowledge. A further 3 credits for the competence element will be achieved by completing one unit from mandatory competence group B.

#### **Mandatory Group**

##### *Competence Units*

A/506/2130 - Deliver customer service (5 credits)

L/506/1788 - Manage personal performance and development (4 credits)

##### *Knowledge Units*

J/506/2132 - Principles of customer service (4 credits)

F/506/2131 - Understand customers (2 credits)

A/506/1964 - Understand employer performance and development (4 credits)

**Group B***Competence Units*

D/506/2119 - Communicate verbally with customers (3 credits)

T/506/2126 - Communicate with customers in writing (3 credits)

**Employee Rights and Responsibilities**

If learners complete the unit, Employee rights and responsibilities (L/506/1905), from Optional Group D, this will provide evidence for the Employee Rights and Responsibilities requirement of the intermediate apprenticeship framework. If the unit is not completed, the learner must undertake the Level 2 Award in Employee Rights and Responsibilities qualification. Further details are available on the Gateway Qualifications website.

**Mandatory Group A**

Learners must achieve 19 credits from Mandatory Group A.

Unit Reference Number	Title	Level	Credit Value	GLH
A/506/2130	Deliver customer service	Level 2	5	27
F/506/2131	Understand customers	Level 2	2	17
J/506/2132	Principles of customer service	Level 2	4	34
A/506/1964	Understand employer organisations	Level 2	4	40
L/506/1788	Manage personal performance and development	Level 2	4	18

**Optional Group B**

Learners must achieve a minimum of 3 credits from Optional Group B.

Unit Reference Number	Title	Level	Credit Value	GLH
D/506/2119	Communicate verbally with customers	Level 2	3	14
T/506/2126	Communicate with customers in writing	Level 2	3	20

### Optional Group C

Learners can achieve a minimum of 16 credits from Optional Group C.

Unit Reference Number	Title	Level	Credit Value	GLH
H/506/2154	Deal with incoming telephone calls from customers	Level 2	3	16
K/506/2155	Make telephone calls to customers	Level 2	3	16
L/506/2133	Promote additional products and or services to customers	Level 2	2	14
R/506/2134	Process information about customers	Level 2	3	14
Y/506/2135	Exceed customer expectations	Level 2	3	15
T/506/2143	Deliver customer service whilst working on customers' premises	Level 2	4	20
T/506/2157	Carry out customer service handovers	Level 2	3	15
A/506/2158	Resolve customer service problems	Level 2	5	22
F/506/2159	Deliver customer service to challenging customers	Level 2	3	16
Y/506/2149	Develop customer relationships	Level 2	3	18
T/506/2160	Support customer service improvements	Level 2	3	12
A/506/2161	Support customers through real-time online customer service	Level 2	3	15
J/506/2163	Use social media to deliver customer service	Level 2	3	18
R/506/2151	Resolve customers' complaints	Level 3	4	22
D/506/2170	Gather, analyse and interpret customer feedback	Level 3	5	24
H/506/2977	Support customers using self-service equipment	Level 2	3	18
K/506/2978	Provide post-transaction customer service	Level 2	5	22

### Optional Group D

Learners can achieve a maximum of 7 credits from Optional Group D.

Unit Reference Number	Title	Level	Credit Value	GLH
T/505/4673	Health and Safety Procedures in the Workplace	Level 2	2	16

L/506/1807	Manage diary systems	Level 2	2	12
L/506/1869	Contribute to the organisation of an event	Level 2	3	23
M/506/1895	Buddy a colleague to develop their skills	Level 2	3	19
L/506/1905	Employee rights and responsibilities	Level 2	2	16
R/506/1789	Develop working relationships with colleagues	Level 2	3	19
J/506/1806	Principles of equality and diversity in the workplace	Level 2	2	10
M/502/8587	Processing sales orders	Level 2	2	17
R/502/8601	Meeting customers' after sales needs	Level 2	3	14
M/502/8606	Handling objections and closing sales	Level 2	3	22
K/503/0421	Deal with incidents through a contact centre	Level 2	7	40
L/503/0394	Carry out direct sales activities in a contact centre	Level 2	5	15
H/506/1814	Provide reception services	Level 2	3	15
F/502/4396	Bespoke Software		3	20
H/506/1912	Negotiate in a business environment	Level 3	4	18

### **Gateway Qualifications Level 3 Diploma in Customer Service**

Learners must complete a minimum of 55 credits including 31 credits from Mandatory Group A and a minimum of 24 credits from Optional Group B and/or Optional Group C. A maximum of 9 credits may come from Optional Group C. A minimum of 40 credits must be achieved at level 3 or above.

The requirement for at least 10 credits for the knowledge element and 10 credits for the competence element will be completed through the mandatory units. By completing the mandatory units the apprentice will achieve 12 credits for competence and 19 credits for knowledge.

The split between knowledge and competence units is shown below:

#### **Mandatory Group**

##### *Competence units*

T/506/2952 - Manage personal and professional development (3 credits)

L/506/2150 - Organise and deliver customer service (5 credits)

K/506/2169 - Resolve customers' problems (4 credits)

##### *Knowledge units*

D/506/1942 - Principles of business (10 credits)

J/506/2910 - Understand customers and customer retention (4 credits)

Y/506/2152 - Understand the customer service environment (5 credits)

#### **Employee Rights and Responsibilities**

If learners complete the unit, Employee rights and responsibilities (L/506/1905) from Optional Group C, it will provide evidence for the Employee Rights and Responsibilities requirement of the advanced apprenticeship framework. If the unit is not completed, the learner must undertake the Level 2 Award in Employee Rights and Responsibilities qualification. Further details are available on the Gateway Qualifications website.



**Mandatory Group A**

Learners must achieve 31 credits from Mandatory Group A.

Unit Reference Number	Title	Level	Credit Value	GLH
L/506/2150	Organise and deliver customer service	Level 3	5	27
Y/506/2152	Understand the customer service environment	Level 3	5	40
K/506/2169	Resolve customers' problems	Level 3	4	19
D/506/1942	Principles of business	Level 3	10	74
T/506/2952	Manage personal and professional development	Level 3	3	12
J/506/2910	Understand customers and customer retention	Level 3	4	35

## Optional Group B

Learners must achieve a minimum of 15 credits from Optional Group B.

Unit Reference Number	Title	Level	Credit Value	GLH
Y/506/2166	Develop resources to support consistency of customer service delivery	Level 3	5	21
D/506/2167	Use service partnerships to deliver customer service	Level 3	3	20
R/506/2151	Resolve customers' complaints	Level 3	4	22
D/506/2170	Gather, analyse and interpret customer feedback	Level 3	5	24
K/506/2172	Monitor the quality of customer service interactions	Level 3	5	27
D/506/2119	Communicate verbally with customers	Level 2	3	14
T/506/2126	Communicate with customers in writing	Level 2	3	20
L/506/2133	Promote additional products and_or services to customers	Level 2	2	14
Y/506/2135	Exceed customer expectations	Level 2	3	15
T/506/2143	Deliver customer service whilst working on customers' premises	Level 2	4	20
F/506/2159	Deliver customer service to challenging customers	Level 2	3	16
Y/506/2149	Develop customer relationships	Level 2	3	18
T/506/2160	Support customer service improvements	Level 2	3	12
A/506/2161	Support customers through real-time online customer service	Level 2	3	15
J/506/2163	Use social media to deliver customer service	Level 2	3	18
D/506/2153	Champion customer service	Level 4	4	17
R/506/2179	Build and maintain effective customer relations	Level 4	6	25
L/506/2181	Manage a customer service award programme	Level 4	4	15
Y/506/2183	Manage the use of technology to improve customer service	Level 4	4	14
D/506/2962	Develop a social media strategy for customer service	Level 4	5	16
H/506/2977	Support customers using self-service equipment	Level 2	3	18
K/506/2978	Provide post-transaction customer service	Level 2	5	22

### Optional Group C

Learners can achieve a maximum of 9 credits from Optional Group C.

Unit Reference Number	Title	Level	Credit Value	GLH
H/506/1912	Negotiate in a business environment	Level 3	4	18
T/506/1820	Promote equality, diversity and inclusion in the workplace	Level 3	3	15
A/506/1821	Manage team performance	Level 3	4	21
J/506/1921	Manage individuals' performance	Level 3	4	20
M/506/1931	Collaborate with other departments	Level 3	3	14
F/502/8612	Negotiating, handling objections and closing sales	Level 3	4	22
R/502/8615	Obtaining and analysing sales-related information	Level 3	4	24
K/502/8622	Buyer behaviour in sales situations	Level 3	3	27
K/503/0418	Manage incidents referred to a contact centre	Level 3	6	30
D/503/0397	Lead direct sales activities in a contact centre team	Level 3	4	8
L/506/1807	Manage diary systems	Level 2	2	12
L/506/1869	Contribute to the organisation of an event	Level 2	3	23
H/506/1814	Provide reception services	Level 2	3	15
M/506/1895	Buddy a colleague to develop their skills	Level 2	3	19
L/506/1905	Employee rights and responsibilities	Level 2	2	16
M/502/8587	Processing sales orders	Level 2	2	17
J/502/4397	Bespoke Software	Level 3	4	30

### **3.2 Recognition of Prior Learning (RPL)**

Recognition of prior learning is a process that considers if a learner can meet the specified assessment requirements through knowledge, understanding or skills that they already possess and that can contribute towards the attainment of a qualification for which they are undertaking.

Where Recognition of Prior Learning is permitted then the evidence must be mapped against the criteria for which it is being claimed for and be valid, authentic, sufficient, reliable, valid and current.

A maximum of 70% of a qualification can be achieved through the process of Recognition of Prior Learning, with at least 30% gained through new learning.

The process for claiming RPL is set out in the Gateway Qualifications' policy on Recognition of Prior Learning.

### **3.3 Links to other qualifications**

The Level 2 Diploma in Customer Service forms part of the intermediate apprenticeship framework whilst the Level 3 Diploma in Customer Service forms part of the advanced apprenticeships, however, additional qualification achievements are required to complete the relevant apprenticeship.

## 4 Assessment and Quality Assurance

The following are in addition to the standard assessment and quality assurance requirements set out in the Gateway Qualifications Centre Handbook.

### 4.1 Method of Assessment

The method of assessment for the qualifications is through a portfolio of evidence.

Wherever possible competence elements within the qualifications must be assessed in a real job, either paid or voluntary. Simulation is not allowed for any units within these qualifications. At Level 2, a realistic working environment, including work experience and work placement, may be used for any units.

To undertake assessment in a realistic work environment, the guidelines at Appendix F of the SkillsCFA Assessment Strategy must be met. This assessment strategy can be found on the Gateway Qualifications' website.

### 4.2 Assessment Materials

There are no specific assessment materials provided for these qualifications. Learners completing the full apprenticeship framework can use the SkillsCFA workbook to provide evidence for the employee rights and responsibilities requirements of the framework. This can be found on the SkillsCFA and Gateway Qualifications' websites.

### 4.3 Qualification-Specific Centre Requirements

Centres must ensure that they have the appropriate resources in place when delivering performance units from vocational areas. This includes staff with the relevant experience and qualifications to be able to deliver, assess and verify the qualifications.

### 4.4 Qualification-Specific Tutor/Assessor Requirements

Tutor/Assessors must be fully qualified and experienced in the subject area in which they are delivering, details of which must be provided to Gateway Qualifications as part of the Qualification Approval application.

Appendix B and C in the SkillsCFA Assessment Strategy, found on the Gateway Qualifications' website, identify the requirements for assessors and tutors. These are a guide to the minimum requirements for the qualifications, not compulsory.

### 4.5 Qualification-Specific Quality Assurance Requirements

Internal Quality Assurers must be fully qualified and experienced in the subject area in which they are verifying, details of which must be provided to Gateway Qualifications as

part of the Qualification Approval application.

Appendix B and C in the SkillsCFA Assessment Strategy, found on the Gateway Qualifications' website, identify the requirements for internal quality assurers. These are a guide to the minimum requirements for the qualifications, not compulsory.

#### 4.6 Additional Requirements/Guidance

There are no additional requirements that learners must satisfy in order for assessment to be undertaken and the unit/qualification to be awarded.

To achieve the full intermediate apprenticeship framework, learners must achieve Level 1 Functional Skills English and Mathematics or have already achieved the relevant transferable skills as identified in the Intermediate Apprenticeship framework for Customer Service.

It should be noted that learners should be stretched on intermediate apprenticeships and, where possible, should be encouraged to work towards Level 2 Functional Skills.

To achieve the full advanced apprenticeship framework, learners must achieve Level 2 Functional Skills English and Mathematics or have already achieved the relevant transferable skills as identified in the Advanced Apprenticeship framework for Customer Service.

#### 4.7 Employee Rights and Responsibilities

The Employee Rights and Responsibilities component of the apprenticeship frameworks in Customer Service can be achieved through:

1. Completion of a ERR qualification/unit:
  - The L/506/1905 Employee rights and responsibilities unit - this is an optional unit included within the combined qualification at Levels 2 and 3
  - The Level 2 Award in Employee Rights and Responsibilities - this qualification is offered by a range of organisations, including Gateway Qualifications.
  - Any other approved unit or qualification listed in Skills CFA FAQ
2. The SkillsCFA ERR Workbook  
The Skills CFA ERR workbook, available from the SkillsCFA and Gateway Qualifications' website - the workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring the ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

#### 4.8 Total GLH for the Apprenticeship Framework

##### **Intermediate Level apprenticeship framework**

*Pathway title:* Customer Service - the minimum Guided Learning Hours (GLH) for the 12 month programme is 403 hours.

##### **Advanced Level Apprenticeship in Customer Service**

*Pathway title:* Customer Service - the minimum Guided Learning Hours (GLH) for the 12 month programme is 471 hours

#### 4.9 Personal Learning and Thinking Skills Mapping

All 6 Personal Learning and Thinking Skills (PLTS) must be achieved and evidenced by the apprentice as part of the framework requirements. The PLTS have been mapped to the mandatory units of the combined qualifications to demonstrate where these skills are likely to naturally occur. This mapping can be downloaded from the Skills CFA website (<http://www.skillsca.org/apprenticeships/resources.html>).

As PLTS is part of the Apprentice Declaration and Authorisation Form, there is no longer a requirement to evidence PLTS completion when applying for apprenticeship certificates. However, we recommend that an internal record of PLTS achievement is retained.

##### **Creative Thinking**

The learning outcomes of the Creative Thinking PLTS are:

- generate ideas and explore possibilities;
- ask questions to extend their thinking;
- connect their own and others' ideas and experiences in inventive ways;
- question their own and others' assumptions'
- try out alternatives or new solutions and follow ideas through;
- adapt ideas as circumstances change.

##### **Independent Enquiry**

The learning outcomes of the Independent Enquiry PLTS are:

- identify questions to answer and problems to solve
- plan and carry out research, appreciating the consequences of decisions
- explore issues, events or problems from different perspectives
- analyse and evaluate information, judging its relevance and value
- consider the influence of circumstances, beliefs and feelings on decisions and events
- support conclusions, using reasoned arguments and evidence.

##### **Reflective Learning**

The learning outcomes of the Reflective Learning PLTS are:

- assess themselves and others, identify opportunities and achievements
- set goals with success criteria for their development and work
- review progress, acting on the outcomes
- invite feedback and deal positively with praise, setbacks and criticism
- evaluate experiences and learning to inform future progress
- communicate their learning in relevant ways for different audiences.

### **Team Working**

The learning outcomes of the Team Working PLTS are:

- collaborate with others to work towards common goals
- reach agreements, managing discussions to achieve results
- adapt behaviour to suit different roles and situations, including leadership roles
- show fairness and consideration to others
- take responsibility, showing confidence in themselves and their contribution
- provide constructive support and feedback to others.

### **Self Management**

The learning outcomes of the Self Management PLTS are:

- seek out challenges or new responsibilities and show flexibility when priorities change
- work towards goals, showing initiative, commitment and perseverance
- organise time and resources, prioritising actions
- anticipate, take and manage risks
- deal with competing pressures, including personal and work related demands
- respond positively to change, seeking advice and support when needed
- manage their emotions and build and maintain relationships.

### **Effective Participation**

The learning outcomes of the Effective Partnership PLTS are:

- discuss issues of concern, seeking resolution where needed
- present a persuasive case for action
- propose practical ways forward, breaking these down into manageable steps
- identify improvements that would benefit others as well as themselves
- try to influence others, negotiating and balancing diverse views to reach workable solutions
- act as an advocate for views and beliefs that may differ from their own.



### Gateway Qualifications PLTS Qualifications

Gateway Qualifications has a suite of Level 2 PLTS qualifications which can be used at ***no additional charge where they are offered within a Gateway Qualifications Apprenticeship Framework.***

The Gateway Qualifications PLTS suite includes the following six single-unit 2-credit Awards:

- Award in Skills for Independent Enquirers
- Award in Skills for Creative Thinkers
- Award in Skills for Reflective Learners
- Award in Skills for Team-workers
- Award in Skills for Self-managers
- Award in Skills for Effective Participants

Also available is a 13-credit Level 2 Certificate in Personal, Learning and Thinking Skills which comprises these six unit, plus a 1-credit unit entitled 'Assessing Own Personal Learning and Thinking Skills'. This unit can be used within the initial assessment process to help apprentices determine where their strengths and development needs in this area lie.

Gateway Qualifications has developed a straightforward recording sheet for the PLTS qualifications which will enable you to record where, how, when and by whom the apprentice's PLTS were assessed, as required by the apprenticeship framework, at the same time providing the evidence needed to gain the relevant PLTS qualifications. Another way of demonstrating this is through the use of one or more qualifications. Not only does this give the provider a clear assessment record but it also ensures the learners' achievements in this area are formally recognised.

## 5 What to do next

For existing centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as Gateway Qualifications centre please contact:

Gateway Qualifications  
Gateway House  
3 Tollgate Business Park  
Colchester  
CO3 8AB

Tel: 01206 911211

Email: [enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)

## 6 Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation based in Colchester.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF).

Gateway Qualifications  
Gateway House  
3 Tollgate Business Park  
Colchester  
CO3 8AB

01206 911211  
[enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)  
[www.gatewayqualifications.org.uk](http://www.gatewayqualifications.org.uk)