

Scheme of Work

Employability Skills & Customer Service

Generic Employer Partnership

Duration: 10 Days
Total Programme Learning Hours: 55
Classroom / guided delivery: 45 hours
Remote learning: 10 hours
Delivery pattern: 4.5 guided hours per day
Week 2: supported work experience and employer engagement
Days 9–10: guaranteed employer interviews

Document Control

Version 1.1

Provider: SME Outsourcing Ltd

Employer Partner: Generic Customer Service Employer

Purpose: Formal 55-hour Scheme of Work integrating employability, customer-service preparation, work experience, remote learning and employer interviews.

Course Overview

This practical programme prepares unemployed adults for entry-level customer-service roles across retail, hospitality, contact-centre, administration and service environments. Employability skills are taught through realistic customer-service contexts and reinforced through work experience with a suitable employer partner. The programme provides 55 total learning hours: 45 guided learning hours across ten days plus 10 hours of remote learning. Week 2 includes supported work experience, with guaranteed employer interviews on Days 9 and 10.

Target Learners

Adults seeking entry-level employment or progression in customer-service roles across a range of sectors.

Entry Requirements

No prior customer-service experience is required. Learners should be eligible for the programme and able to participate safely in classroom and agreed work-experience activities. Reasonable adjustments will be considered.

Course Aim

Develop the personal, employability and introductory customer-service skills required to secure and sustain employment, perform workplace tasks safely and accurately, and present effectively to employers.

Learning Outcomes

- Identify strengths, barriers and realistic customer-service career goals
- Communicate professionally with customers, colleagues, supervisors and other stakeholders
- Work effectively, inclusively and safely as part of a customer-service team
- Produce a targeted CV and application for customer-service vacancies
- Demonstrate reliability, accuracy, organisation and problem-solving
- Apply employability behaviours during supported work experience
- Use evidence from work experience in interview answers
- Complete a guaranteed employer interview and agree progression actions

Teaching Methods

Tutor demonstrations, workshops, discussions, role-play, case studies, customer-service simulations, employer briefings, supervised work experience, one-to-one coaching and ExamBinary AI-supported interview practice.

Resources

PCs, projector, learner workbook, CV and application templates, customer-service role profiles, enquiry and service documents, scenario cards, placement logs, employer feedback forms, ExamBinary and suitable workplace or simulation resources.

Assessment Strategy

Initial and diagnostic assessment; ILP; questioning; observation; peer and self-assessment; practical simulations; employability portfolio; CV and application evidence; work-experience logs; supervisor feedback; mock interview; employer interview record; final review and progression plan.

Quality and Cross-Cutting Requirements

Equality, diversity and inclusion, safeguarding, Prevent, British Values, health and wellbeing, English, maths and digital skills are embedded throughout delivery. Tutors must make reasonable adjustments, record guided learning and attendance, and retain assessment and progression evidence.

55-Hour Delivery and Embedded Employability Plan

The programme comprises the 45 guided hours shown below plus 10 hours of remote learning. The remote allocation does not require a separate daily breakdown. Tutors must record actual guided hours, attendance, remote-learning completion, assessment evidence, work-experience activity and employer-interview outcomes for every learner.

Total Learning		Guided Delivery	Remote Learning	Delivery Days
55 hours		45 hours	10 hours	10 days
Day	Theme	Employability	Customer Service / Employer	Total
1	Induction, baseline assessment and customer-service career goals	3 hrs	1.5 hrs	4.5 hrs
2	Communication and active listening in customer service	3 hrs	1.5 hrs	4.5 hrs
3	Customer needs, expectations and positive service behaviours	3 hrs	1.5 hrs	4.5 hrs
4	Teamwork, personal strengths and customer-service role matching	3 hrs	1.5 hrs	4.5 hrs
5	Job search, CVs and applications for customer-service roles	3 hrs	1.5 hrs	4.5 hrs
6	Work-experience induction and employer service standards	2 hrs	2.5 hrs	4.5 hrs
7	Work experience: handling enquiries and resolving problems	2 hrs	2.5 hrs	4.5 hrs
8	Work experience: service quality and interview preparation	2 hrs	2.5 hrs	4.5 hrs
9	Employer interview day 1 and work-experience review	4 hrs	0.5 hrs	4.5 hrs
10	Employer interview day 2, consolidation and progression	4 hrs	0.5 hrs	4.5 hrs
TOTAL	10 days × 4.5 hours	29 hrs	16 hrs	45 hrs
DAY 1			Induction, baseline assessment and customer-service career goals Employability: 3 hrs Customer Service/Employer: 1.5 hrs Total: 4.5 hrs	

Total Learning		Guided Delivery		Remote Learning		Delivery Days	
55 hours		45 hours		10 hours		10 days	
Day	Theme	Employability		Customer Service / Employer		Total	
Learning objectives				Complete induction and baseline assessment; identify personal goals and understand customer-service employment pathways.			
Content and embedded skills				Programme expectations, learner responsibilities, support, initial assessment, ILP targets, customer-service roles and local opportunities.			
Learning activities				Induction activities; skills audit; customer-service role matching; individual goal-setting discussion; create an initial action plan.			
Resources				Induction pack, initial assessment, ILP, customer-service role profiles, PCs and ExamBinary.			
Assessment and evidence				Completed baseline assessment, skills audit, ILP and SMART action plan.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 2				Communication and active listening in customer service Employability: 3 hrs Customer Service/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Use clear verbal, non-verbal and written communication with customers, colleagues, supervisors and other stakeholders.			
Content and embedded skills				Active listening, questioning, tone, body language, professional language, communication channels and checking understanding.			
Learning activities				Listening exercise; telephone and face-to-face scenarios; write a service message; peer feedback and improvement activity.			
Resources				Scenario cards, communication checklist, message template, projector and workbook.			
Assessment and evidence				Observed role-play, completed written message, questioning and peer/tutor feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 3				Customer needs, expectations and positive service behaviours Employability: 3 hrs Customer Service/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Identify customer needs and demonstrate behaviours that create a positive and inclusive customer experience.			
Content and embedded skills				Customer expectations, first impressions, empathy, respect, accessibility, equality, service standards and managing boundaries.			
Learning activities				Customer-needs case studies; service standards activity; customer journey mapping; inclusive-service scenarios; reflection.			
Resources				Customer personas, journey-map template, EDI case studies, workbook and flipchart.			
Assessment and evidence				Completed journey map, case-study responses, observed contribution and learner reflection.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 4				Teamwork, personal strengths and customer-service role matching Employability: 3 hrs Customer Service/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Recognise personal strengths, contribute to a service team and match transferable skills to suitable customer-service roles.			

Total Learning		Guided Delivery		Remote Learning		Delivery Days	
55 hours		45 hours		10 hours		10 days	
Day	Theme		Employability		Customer Service / Employer		Total
Content and embedded skills				Reliability, resilience, teamwork, organisation, accuracy, confidence, product knowledge, teamwork roles and service responsibilities.			
Learning activities				Strengths inventory; team challenge; analyse job descriptions; match evidence to criteria; deliver a short personal pitch.			
Resources				Skills inventory, job descriptions, role cards, team materials, PCs and ExamBinary.			
Assessment and evidence				Role-matching activity, observed teamwork, personal pitch, updated ILP target and tutor feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 5				Job search, CVs and applications for customer-service roles Employability: 3 hrs Customer Service/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Search for suitable vacancies and produce a targeted CV or application statement for a customer-service role.			
Content and embedded skills				Vacancy sources, job criteria, CV structure, achievement statements, transferable experience, application accuracy and online professionalism.			
Learning activities				Search vacancy examples; compare person specifications; draft or improve a CV; complete a supporting statement; peer review.			
Resources				PCs, CV template, example vacancies, application checklist, spellcheck tools and ExamBinary.			
Assessment and evidence				Targeted CV, vacancy shortlist, supporting statement and completed quality checklist.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 6				Work-experience induction and employer service standards Employability: 2 hrs Customer Service/Employer: 2.5 hrs Total: 4.5 hrs			
Learning objectives				Prepare for work experience and explain employer expectations, workplace rules and professional customer-service conduct.			
Content and embedded skills				Attendance, appearance, confidentiality, data protection, safeguarding, health and safety, service standards, reporting and escalation routes.			
Learning activities				Generic employer briefing; placement plan; workplace-readiness checklist; service standards discussion; begin supervised activity where scheduled.			
Resources				Employer briefing materials, placement plan, conduct guidance, readiness checklist and learner log.			
Assessment and evidence				Signed readiness checklist, questioning, tutor observation and first work-experience log entry.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 7				Work experience: handling enquiries and resolving problems Employability: 2 hrs Customer Service/Employer: 2.5 hrs Total: 4.5 hrs			
Learning objectives				Apply professional service behaviours and use a structured approach to enquiries, complaints and common workplace problems.			
Content and embedded skills				Clarifying needs, recording information, ownership, service recovery, complaint handling, escalation and maintaining professionalism.			

Total Learning		Guided Delivery		Remote Learning		Delivery Days	
55 hours		45 hours		10 hours		10 days	
Day	Theme	Employability		Customer Service / Employer		Total	
Learning activities				Supervised work experience; enquiry-handling task; complaint scenario; problem-solving record; daily reflection and one-to-one review.			
Resources				Workplace/simulation area, enquiry forms, complaint scenarios, learner log and supervisor feedback form.			
Assessment and evidence				Work-experience log, observed service task, completed problem-solving record and supervisor/tutor feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 8				Work experience: service quality and interview preparation Employability: 2 hrs Customer Service/Employer: 2.5 hrs Total: 4.5 hrs			
Learning objectives				Review service performance, respond to feedback and prepare evidence-based answers for employer interviews.			
Content and embedded skills				Service quality, customer feedback, prioritising tasks, teamwork, professional improvement, STAR responses and placement evidence.			
Learning activities				Supervised placement activity; review customer feedback; complete a quality check; build STAR examples; practise interviews using ExamBinary.			
Resources				Service-quality checklist, feedback examples, STAR template, PCs, ExamBinary and learner log.			
Assessment and evidence				Quality review, STAR examples, completed work-experience log and mock-interview feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 9				Employer interview day 1 and work-experience review Employability: 4 hrs Customer Service/Employer: 0.5 hrs Total: 4.5 hrs			
Learning objectives				Present professionally at a guaranteed employer interview and evaluate strengths and development points from work experience.			
Content and embedded skills				Interview etiquette, customer-service examples, concise answers, questions for the employer, feedback and progression planning.			
Learning activities				Final rehearsal; guaranteed employer interview; record feedback; complete placement review; update progression action plan.			
Resources				Interview room, CV, job description, interview checklist, placement log and employer feedback form.			
Assessment and evidence				Employer interview record, feedback form, completed placement review and updated progression action plan.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 10				Employer interview day 2, consolidation and progression Employability: 4 hrs Customer Service/Employer: 0.5 hrs Total: 4.5 hrs			
Learning objectives				Complete the guaranteed interview process, consolidate learning and agree realistic employment or further-training next steps.			
Content and embedded skills				Interview follow-up, professional communication, programme review, evidence portfolio, job-start readiness and sustained progression.			
Learning activities				Guaranteed employer interview where scheduled; follow-up activity; final knowledge review; portfolio sign-off; one-to-one progression meeting.			

Total Learning		Guided Delivery		Remote Learning		Delivery Days	
55 hours		45 hours		10 hours		10 days	
Day	Theme		Employability		Customer Service / Employer		Total
Resources				Interview materials, portfolio checklist, final review quiz, ILP, progression resources and employer contact information.			
Assessment and evidence				Employer interview record, final review, signed portfolio checklist, destination plan and final ILP review.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			

Progression

Learners may progress to employment with a suitable customer-service employer across retail, hospitality, contact-centre, administration or service environments; further sector training; a traineeship; or an apprenticeship. Each learner leaves with an updated CV, completed employability evidence, work-experience record, employer-interview evidence, updated ILP and individual progression action plan. A guaranteed interview provides a genuine employer opportunity but does not guarantee a job offer.