

Completion Dates

Candidates have two years to complete Level 2 and three years to complete Levels 3 and 4. Unfortunately, certificates for Level 1 cannot be issued.

Apprenticeships

Below you will find all forms relevant to the July 2002 Modern Apprenticeship Frameworks and the 2005 BAMA Scottish Framework.

Please note that an authorisation form MUST be completed and attached to EVERY certificate application form. The CfA will return any certificate request form that does not have the authorisation form attached. If you have any queries regarding this, please contact us on 020 7091 9620.

[Apprentice Certificate Request Authorisation Form](#)

England & Wales

[Business & Administration Level 2](#)

[Business & Administration Level 3](#)

[Business & Administration - Online Requests](#)

[Customer Service Level 2](#)

[Customer Service Level 2 - Online Request](#)

[Customer Service Level 3](#)

[Customer Service Level 3 - Online Request](#)

[Contact Centres Level 2](#)

[Contact Centre Level 2 - Online Request](#)

[Contact Centres Level 3](#)

[Contact Centre Level 3 - Online Request](#)

[Team Leading Level 2](#)

[Team Leading Level 2 - 2010](#)

[Team Leading Level 2 - Online Request](#)

[Management Level 3](#)

[Management Level 3 - 2010](#)

[Management Level 3 Online Request](#)

[Sales & Telesales Level 2 v1](#)

[Sales & Telesales Level 2 v2](#)

[Sales & Telesales Level 2 - Online Request](#)

[Sales & Telesales Level 3](#)

[Sales & Telesales Level 3 - Online Request](#)

[Marketing & Communications Level 2](#)

[Marketing & Communications Level 2 - Online Request](#)

[Marketing & Communications Level 3](#)

[Marketing & Communications Level 3 - Online Request](#)

Scotland
Centre Registration Forms

[Business & Administration Centre Registration Form - Level 2](#)

[Business & Administration Centre Registration Form - Level 3](#)

[Business & Administration Centre Registration Form - Level 4](#)

[Contact Centre Centre Registration Form](#)

[Customer Service Centre Registration Form - Levels 2 & 3](#)

[Management Centre Registration Form](#)

Candidate Registration Templates

[Management Candidate Registration Template](#)

[Customer Service Candidate Registration Template](#)

Certificate Request Form

[2005 Certificate Request Form](#)

[Customer Service Level 2](#)

[Customer Service Level 3](#)