



Intermediate and Advanced Apprenticeship in Customer Service

INTRODUCTION

The Customer Service intermediate and advanced apprenticeship responds to the employer need for high levels of customer service skills within a wide range of organisations. Customer service skills are transferrable 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 Relationship Managers, Co-ordinators and Team Leaders.

Many employers also select the Customer Service Apprenticeship to compliment an individual's technical skills, for example intermediate apprentices may also be Trainee Hair Dressers, Estate Agents, Nursery Nurses or Florists, etc.; whilst advanced apprentices may be Care Assistants, Dispensing Assistants, Dental Nurses or Cinema Operatives, etc.

WHAT WILL I DO

Most apprentices will begin by working towards the intermediate apprenticeship, from which you will be able to progress to the advanced apprenticeship.

Each framework will include the main aim which will be either; Level 2 NVQ Certificate in Customer Service, (Intermediate Level), or Level 3 NVQ Diploma in Customer Service, (Advanced Level). The Technical Certificate which will be either; Level 2 Certificate in Customer Service, (Intermediate Level), or Level 3 Certificate in Customer Service, (Advanced Level).

All of the frameworks will include functional skills in Maths and English, Employee Rights and Responsibilities and Personal Learning and Thinking Skills.

Functional Skills are practical skills in English, Mathematics and ICT that enables everyone to work confidently, effectively and independently in life and at work.

A Functional Skill qualification in English @ Level 2 will show that you are competent in writing documents on complex subjects, making presentations, reading and summarising information as well as spelling, punctuation and grammar, in Mathematics @ Level 1 will show you can understand practical problems, select & apply maths in an organised way and use checking procedures, in ICT @ Level 1 or 2 will prove you can use ICT systems, find & select information, develop, present & communicate information.

Functional Skills have been produced as a response to calls from employers for more people to have these skills and they therefore form an integral part of an apprenticeship framework. They are the key to success that will open doors to learning and work.



Delivery of Functional Skills within the framework can happen in two ways:

- a) an apprentice attends day release, their functional skills will be delivered at college on that day.
- b) an apprentice does not attend college for their main qualification, they will need to attend college for a block week for each Functional Skill required for their framework. Dates of these block weeks will be discussed with the apprentice and their employer at sign up and they will be booked in advance.

HOW LONG WILL IT TAKE

It is estimated that the intermediate apprenticeship will take 12 months to complete with the advanced apprenticeships taking 18 months to complete. Within each framework there must be a minimum of 100 Guided Learning hours in each year of delivery completed "off the Job". This could be at College on a day release basis or away from the apprentices work station within the employer premises, all within the contracted hours of employment.

ENTRY QUALIFICATIONS

Entry to the course will be considered in relation to the applicant's previous knowledge and experience however GCSEs in English, Maths and Science or equivalent would be advantageous. Apprentices have to be employed for a minimum of 30 hours per week including their College day; employment must be within a relevant environment. Employers must be willing to sign up to the training agreement and be prepared for an assessor to visit the workplace every 8 – 12 weeks for assessments and training reviews.

WHERE COULD IT LEAD

If you are up for the challenge and are ready to learn, successful completion of this course could enhance employment opportunities and gain you a widely recognised qualification.

Intermediate apprentices, with support and opportunities within the workplace, can progress onto:

- The advanced apprenticeship in Customer Service
- Other advanced apprenticeships particularly where customer service is an important part of the job such as Business Administration, Retail, Hospitality and Travel & Tourism

With additional training, intermediate apprentices may be able to progress in their careers to roles including customer relationship manager, customer service executive officer, customer service delivery co-ordinator, customer service team leader, customer service supervisors and managers, senior customer service advisers or a wide range of other customer service related roles .

Advanced apprentices, with support and opportunities within the workplace, can progress to:

- The higher apprenticeship in Business & Administration or Leadership and Management
- Further of higher education to undertake customer service, business related or other qualifications, including Foundation Degrees in areas such as business, business management, Retail Management or Hospitality

With additional training, advanced apprentices may be able to progress in their careers to roles including senior customer service supervisor, customer service manager, and a range of other senior customer service related roles.

FEES

Apprenticeships are fully funded for 16 -18 year old and employers may be expected to pay an employer contribution for those 19 years or over.

For all apprentices within their first year of training the employer is required to pay the apprenticeship minimum

wage of £2.50 per hour. Within the second and subsequent years of an apprenticeship programme the following applies:

16 – 18 year olds – the apprenticeship minimum wage

19+ - the required national minimum wage for the relevant age group.

ADDITIONAL INFORMATION

A high level of attendance is expected at College for the apprentices as they are only attending one day per week where very intensive training takes place.

HOW TO APPLY

You can apply for this course by applying online, by filling out an application form from the College prospectus or by contacting the Information Officer on 01205 313218 for further information.

The Information on this Course Information Sheet is correct at time of print, but can be subject to change at anytime.



ARE YOU OUR NEXT APPRENTICE? - EARN WHILE YOU LEARN

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