

Apprenticeship & Advanced Apprenticeship in **CUSTOMER SERVICE**



• What are Apprenticeships?

Apprenticeships have been designed to provide opportunities for young people to develop a mix of practical and technical skills that support roles in an area of work. This programme covers a wide variety of roles in the Customer Service sector.

An Apprenticeship is a great way for you to earn as you learn, and for employers to discover skilled and talented employees.

There are two ways of doing your Apprenticeship:

- start with a 3-month period of preparation in College, giving you the opportunity to get useful, work-related qualifications, then go into a work placement.
- start in a full-time job, with an employer who allows you to be released on a regular basis each week to spend some time in College. The number of hours in College will depend on your Apprenticeship.

• Where It Will Lead

After you have completed an Apprenticeship programme, you could go on to an Advanced Apprenticeship, or further development in the customer service sector. The Advanced Apprenticeship could allow you to progress to Higher Education.

• Programme Requirements

There are no set entry requirements for the programmes, but we have to make sure that you have the potential to achieve the different parts of the Apprenticeship qualification, and that you are working at the right level in your job.

You will be asked to complete an initial assessment in English and Maths, and you may need to take some additional diagnostic assessments.

• Apprenticeship Programme

- NVQ 2 in Customer Service
- Practical Maths (Application of Number) - Level 1
- Practical English (Communication) - Level 1
- Technical Certificate such as the EDI Certificate in Customer Service - Level 2

- **Advanced Apprenticeship Programme**

- NVQ 3 in Customer Service
- Practical Maths (Application of Number) - Level 2
- Practical English (Communication) - Level 2
- Technical Certificate such as the EDI Certificate in Customer Service - Level 3

- **Assessment**

You will compile a portfolio of evidence, which will contain detailed assessment reports from your NVQ assessor.

You will take external tests for the technical certificates and for Essential Skills.

- **Time**

An Apprenticeship programme will normally take between 6 months and 1 year to complete. An Advanced Apprenticeship takes about 18 months.

- **Facilities**

The taught elements of your programme will take place at Queens Drive, the main New College site.

- **Further Information**

For more information about these Apprenticeships, please contact:

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