

WHAT IS AN APPRENTICESHIP?

The Apprenticeship programme provides you with an opportunity to earn while you learn. As an Apprentice you will spend time both in College and in the workplace learning new skills and training alongside experienced staff, which will lead to nationally recognised qualifications. At the end of the Apprenticeship you will have acquired job specific skills and the ability to perform your job competently; you will also achieve qualifications which are recognised by your chosen profession.

VENUE AND DURATION OF COURSE:

The Apprenticeship programme will take place both at John Ruskin College and at the workplace and will run for a typical duration of 14 months.

ENTRY REQUIREMENTS:

Apprentices will be required to have or achieve Level 1 English and Maths and to have taken Level 2 English and Maths tests prior to completion of their Apprenticeship.

WHAT QUALIFICATIONS WILL I GET?

Level 2 Apprenticeship in Customer Service

COURSE DESCRIPTION:

The Apprenticeship programme will enable the practitioners to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customers' own localities. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

UNITS/TOPICS COVERED:

- Knowing your Customers
- Understanding the Organisation
- Meeting Regulations and Legislation
- Systems and Resources
- Your Role and Responsibility
- Customer Experience
- Product and Service Knowledge

TYPE OF ASSESSMENT:

Apprentice Showcase – 65%

Practical Observation – 20%

Professional Discussion – 15%

EQUIPMENT NEEDED:

No specific equipment needed.

WHERE CAN IT LEAD?

Completion of this Apprenticeship will lead to eligibility to join the Institute of Customer Service as an individual member at Professional level.

COURSE FEE:

All fees where applicable are paid for by the employers and no fees will be charged to Apprentices.

Companies with a payroll of more than £3 million pounds will have a levy account which can be used to pay for apprenticeship training. Where the training costs exceed the amount of levy available the government will contribute 90% of the outstanding amount and the employer will be invoiced the remaining 10%.

Other companies:

| Apprentice Age (start of programme) | Less than 50 staff members on PAYE | 50 or more staff on PAYE |
|-------------------------------------|------------------------------------|---------------------------------|
| 16-18 years | Free – No fees due | 10% Contribution of overall fee |
| 19+ | 10% contribution of overall fee | 10% Contribution of overall fee |

Incentive payments: All companies who recruit an Apprentice aged 16-18 years will be eligible for a grant of £500 once the Apprentice has been in training for 13 weeks and a further £500 at 52 weeks.

WHAT TO DO NEXT:

If you have an employer, please call 020 8651 1131 and ask to speak to a member of the Apprenticeship team for further advice and to arrange an interview, or email JRCApplenticeships@johnruskin.ac.uk. Candidates who are unable to secure employment should consider applying for a Full-time programme at the College or may consider a Traineeship programme.

Disclaimer:

Every effort has been made to ensure that the details contained in this leaflet are up-to-date and accurate at the time of printing. However, the College reserves the right to alter or cancel courses, their content, entry requirements, fees or other details should circumstances dictate.

Should you require this leaflet in a different format please contact us on 020 8651 1131.

