

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 at the workplace. The programme runs for approximately 12 months.

ENTRY REQUIREMENTS:

There are no formal entry requirements for an Apprenticeship but you must be in paid work for a minimum of 30 hours per week. It is essential you have the right mind-set for working full time and studying at the same time. Having a can-do attitude, being flexible and reliable are also important. You must also be able to communicate effectively with others.

WHAT QUALIFICATIONS WILL I GET?

The Apprenticeship is made up of a number of qualifications that you will receive, which includes:

- OCR Level 3 NVQ Diploma in Customer Service
- English Functional Skills
- Maths Functional Skills
- ICT Functional Skills
- Employment Rights and Responsibilities
- Personal, Learning and Thinking Skills

COURSE DESCRIPTION:

The OCR Level 3 NVQ Diploma in Customer Service is aimed at candidates who will be delivering and managing service and will be accountable in the area of practice. Candidates will be working without direct supervisions or on their own, such as in a commercial customer service environment. It is suitable for candidates who influence what happens at work, use the organisation's rules and systems flexibly to deliver good service, and question the way things are done and suggest improvements.

UNITS/TOPICS COVERED:

- Demonstrating an understanding of customer service
- Demonstrating an understanding of the rules that impact on improvements in customer service
- Image and impressions
- Customer service delivery
- Handling problems
- Development and improvement

TYPE OF ASSESSMENT:

Assessment of the qualification is carried out by your assessor through a combination of practical assessments on the job and knowledge based assignments. These may include observation, written tasks, professional discussion and witness testimony.

EQUIPMENT NEEDED:

No specific equipment

WHERE CAN IT LEAD?

Customer Services

Administration

Customer facing roles: retail, insurance, banking etc.

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.

