



# HIRE A CUSTOMER SERVICE APPRENTICE

This apprenticeship gears your staff with the skills needed to provide excellent customer service - the key to any company's success.



## HOW APPRENTICESHIPS WORK

- You offer a young person a role to support your business paying minimum wage of £3.50\*
- The role combines of employment and training leading to a nationally recognised qualification
- Their training takes place at your workplace and at the College
- The employee is required to work a minimum of **30 hours** per week including any college attendance.



## BENEFITS FOR YOUR BUSINESS

- Recruit new staff or train existing employees in a cost effective way
- Improve your recruitment policy, resulting in higher staff retention and loyalty
- Build a qualified workforce with specialist skills to suit your present and future business needs.
- Work with the largest College provider of apprenticeships in west London with over 50 years of experience.



## APPRENTICESHIP REFORMS

With the introduction of the government's Apprenticeship Reforms, talk to us about how we can help you plan your recruitment. To find out more, call **01895 853780** or visit our website at [www.uxbridgecollege.ac.uk/employers](http://www.uxbridgecollege.ac.uk/employers).



## APPRENTICESHIP PROGRAMME

| Levels of Apprenticeships                                                                                                                                                              | Pathway                                                            | Qualifications gained                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Level 2 - Intermediate Apprenticeship</b><br/>(equivalent to five GCSE passes)</p> <hr/> <p><b>Level 3 - Advanced Apprenticeship</b><br/>(equivalent to two A Level passes).</p> | <ul style="list-style-type: none"> <li>Customer Service</li> </ul> | <ul style="list-style-type: none"> <li>Technical Certificate</li> <li>National Vocational Qualification (NVQ)</li> <li>Functional Skills</li> <li>Employment Rights and Responsibilities.</li> </ul> |

\*All pricing information correct at time of publication, March 2017.

## CAN YOU OFFER A ROLE? FIND OUT MORE:

- 01895 853780**
- [employerservices@uxbridgecollege.ac.uk](mailto:employerservices@uxbridgecollege.ac.uk)**
- [www.uxbridgecollege.ac.uk/employers](http://www.uxbridgecollege.ac.uk/employers)**
- UC\_Employers**





## INTERMEDIATE APPRENTICESHIP

### Technical Certificate

- Understand the principles of customer service
- Understand the rules of customer service
- Understand the use of communication in customer service.

## ADVANCED APPRENTICESHIP

### Technical Certificate

- Understand the use of communication in customer service
- Understand the principles of customer service delivery in different sectors
- Understand the principles of making improvements to customer service.

### National Vocational Qualification (NVQ)

#### *Mandatory unit*

- Communicate using customer service language
- Follow the rules to deliver customer service.

#### *Optional unit*

- Impression and image
- Delivery
- Handling problems
- Development and improvement.

### National Vocational Qualification (NVQ)

#### *Mandatory unit*

- Demonstrate understanding of customer service
- Demonstrate understanding of the rules that impact on improvements in customer service.

#### *Optional unit*

- Impression and image
- Delivery
- Handling problems
- Development and improvement.

## COMMON MODULES FOR BOTH APPRENTICESHIPS

### Functional Skills

- Application of Number – Level 1 or 2
- Information Communication Technology – Level 1 or 2
- Communication – Level 1 or 2.

### Employment Rights and Responsibilities

- Rights and responsibilities of workers (including equal opportunities legislation)
- Organisation, disciplines and representative structures of the industries concerned
- Impact on the sector of public law and policies.