

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 a nationally recognised Apprenticeship. At the end of the Apprenticeship you will have acquired job specific skills and the ability to perform your job competently; you may also have achieved qualifications which are recognised by your chosen profession.

VENUE AND DURATION OF COURSE:

East Surrey College, Gatton Point, Redhill, RH1 2JX and at the workplace and will run for a typical duration of 14 months. This may reduce depending on previous experience and skills.

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.

WILL I GAIN ANY QUALIFICATIONS?

The Apprenticeship Standard you are studying is a qualification in its own right. Some employer groups have asked for formal qualifications to be achieved as part of the apprenticeship programme. These will be listed below along with any units or topics delivered and forms of assessment.

APPRENTICESHIP DESCRIPTION:

The content of an Apprenticeship has been developed by an employer group. The detail can be found on the website <https://www.instituteforapprenticeships.org/> Below is a brief summary:

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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



END POINT ASSESSMENT:

All Apprenticeship standards have an End Point Assessment. This is carried out by an independent organisation who will assess whether you have achieved all the elements of your Apprenticeship. They will assess the Knowledge, Skills and Behaviours gained throughout your Apprenticeship. You will only be able to undertake the EPA once you have satisfied all the requirements of the element called 'The Gateway'. The detail can also be found on the Institute for Apprentices website.

END POINT ASSESSMENTS ELEMENTS:

- Knowledge Assessment
- Practical Skills Assessment
- Oral Skills Assessment underpinned by a portfolio of evidence

EQUIPMENT NEEDED:

n/a

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. Your employer will contribute as follows:

Companies with a payroll of more than £3 million 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 95% of the outstanding amount and the employer will be invoiced the remaining 5%.

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	5% Contribution of overall fee
19+	5% contribution of overall fee	5% 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 are employed or have an employer lined up, please contact our Employer Services team on 01737 788316 or by emailing employerservices@esc.ac.uk.

To find an employer working with the College and to view all of our current Apprenticeship vacancies, please visit our website www.esc.ac.uk/apprenticeship-vacancies.

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 Client Services on 01737 788444.

