

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. The programme runs for approximately 12 months. This may reduce depending on previous experience and skills.

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.

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:

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

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?

- 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. 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.

