

## Course Information

### Advanced Apprenticeship in Customer Service Course Code - W111E

#### 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 East Surrey College and at the workplace and will run for approximately 18 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:

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

#### Course description:

Whatever job role or sector a Customer Service Apprentice might work in, they will be learning and understanding the key concepts of Customer Service and how to apply Customer Service knowledge and skills in the workplace.

#### Units/topics covered:

- Organising and delivering customer service
- Understanding the customer service environment
- Understanding customers and customer retention
- Resolving customers' problems
- Principles of business

**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?**

This course can lead onto the Level 4 Higher Apprenticeship in Customer Service

- Further or Higher Education to undertake Business, Retail and Management related qualifications, including Level 4 Higher Qualifications, Foundation Degrees and full Degrees.
- Higher Level qualifications in Management

**Course fee:** If you are under 19 when you start your apprenticeship then tuition is free. If you are 19 or over please call our Employer Services team for advice and guidance on funding and eligibility.

**What to do next:**

If you have an employer please contact our Employer Services team on 01737 788316 or by emailing [employerservices@esc.ac.uk](mailto:employerservices@esc.ac.uk).

To find an employer all Apprenticeship vacancies are advertised on the National Apprenticeship Website - <https://www.gov.uk/apply-Apprenticeship>.

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.