

APPRENTICESHIPS



CUSTOMER SERVICE

What?

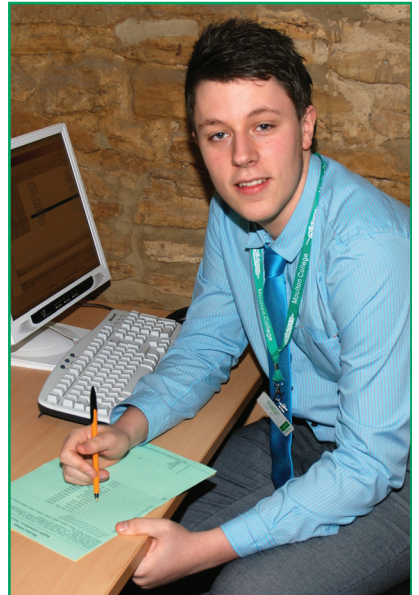
The **Customer Service Apprenticeship** and **Advanced Apprenticeships** are delivered by Moulton College in partnership with your employer. An Apprenticeship within this sector covers the many different roles that keep businesses running efficiently and profitably, and keep staff and customers happy. Millions of people work in this sector, and your Apprenticeship could lead to a role in a number of different areas within a business. It's perfect if you'd like practical, 'on the job training' to further your career within the customer service environment.

How?

Your training will be delivered completely in the workplace and you will receive regular visits from your assessor. You will need to attend college to take required tests and there is the option of flexible attendance for additional course support if required. Assessment is via a portfolio of evidence and regular observations in workplace.

When?

You can start this apprenticeship at any time in the year. Before you start it will be agreed how long it should take you to achieve the qualification, but you can achieve the qualification sooner if you make sufficient progress.



CUSTOMER SERVICE APPRENTICESHIP

Where will it take me?

Many employers put customer service above all else when selecting potential employees for recruitment and promotion. Many of our Advanced Apprentices have moved into supervisory positions within their organisations. A qualification in this area could be your passport to gaining opportunities for career advancement in your field.

The **Apprenticeship in Customer Service** is ideal for employees who are at the beginning of their career and would like to gain a good grounding in all aspects of the customer service environment.

- Level 2 Work-based Diploma in Customer Service
- Level 2 Certificate in Customer Service
- Level 1 Functional skill in Mathematics
- Level 1 Functional skill in English
- Employment Rights and Responsibilities.

The **Advanced Apprenticeship in Customer Service** is ideal for employees who are experienced in the customer service environment and have a high degree of autonomy and responsibility in their dealings with clients, customers and staff.

- Level 3 Work-based Diploma in Customer Service
- Level 3 Certificate in Customer Service
- Level 2 Functional skill in Mathematics
- Level 2 Functional skill in English
- Employment Rights and Responsibilities.

Interested?

There are no formal entry requirements other than that you must be employed within an office environment and that you are committed and enthusiastic towards your chosen apprenticeship.

If you would like to find out more please contact the **Apprenticeship Office** on **01604 491131**, email apprenticeships@moulton.ac.uk or visit www.moulton.ac.uk

