

MILLTECH

Customer Service Apprenticeship Programme



The Customer Service Sector

This Apprenticeship gives you the skills to provide excellent customer service, and can be applied to hundreds of job roles across many different sectors.

However, most customer service apprentices work in retail, financial services, call centres, hospitality, or sport and recreation.

Good customer service is key to the success of any business or organisation. It's one of those useful skills that's found all over the place and covers all the extras that make a customer's experience better.

As a customer service apprentice, you'll probably work at the front end of an employer's business activities and regularly assist customers. Duties will vary between employers, but in most cases you'll be making sure that customers are dealt with in a positive, reliable and pleasant way – whether that's by offering advice, answering questions or handling complaints.

To properly assist customers, you'll need clear and up-to-date knowledge of your organisation's products and services. You'll also need to be able to communicate with all sorts of people.

Completing this Apprenticeship is a way of providing evidence of skills that will serve you well in virtually any industry – so it's a very good way to move forward, even if you're still undecided about your future career.

Milltech is a locally owned and managed organisation with well established links to local employers and a knowledge of the recruitment needs of the area.

Apprenticeship Programmes

Apprenticeships are open to anyone aged between 16+ but to succeed as an Apprentice you need to be flexible, hard working, confident and always up for a challenge.

- * Earn while you learn – gain a qualification and earn a wage at the same time
- * Gain a nationally- recognised qualification
- * Opportunity to learn in the workplace at your own pace
- * Ongoing support from your own Training Assessor

We offer both Apprenticeships and Advanced Apprenticeships at Milltech. Apprenticeships are a national programme, suitable whether you are already in work or are looking for your first role.

We will help you secure a suitable position with a local employer who will support you throughout your apprenticeship and you will be paid a wage. This will be negotiated with your employer at the start of your apprenticeship but will be a minimum of £2.65 per hour.

After completing your Level 2 you may be able to progress onto an Advanced Apprenticeship in Customer Service at level 3

All of our Customer Service Apprenticeship qualifications are recognised by employers everywhere and are accredited by the awarding body EDI.

For more information about Edi qualifications log on to their website at:

<http://www.ediplc.com/background.asp>

Milltech offer Apprenticeship Programmes in:

Customer Service at Level 2 & Level 3

Whichever route you chose, within the Apprenticeship programme you will receive high quality off-the-job training at Milltech to support you at work and help you to achieve your qualifications.



Why choose Vocational Training?

As well as working towards a nationally recognised qualification, you will also be developing skills directly relevant to your chosen career.

Not only do vocational qualifications get your career off to a great start, they can also be a route into further education.

You will become more effective in your job role and vocational training will help you develop your skills and improve your productivity to gain a real advantage when competing for promotions.

Customer Service

Level 2 Programme

The Level 2 programme runs for a 15 month period. You will be working with your employer and will attend Milltech on a fortnightly day release basis.

NVQs are made up of vocational and knowledge based units. The vocational units focus on the practical skills needed to do the different parts of your job whilst the knowledge units ensure you understand why your job is done the way it is.

NVQ

There are 2 mandatory units in the NVQ Level 2 which cover:

- * **Prepare yourself to deliver good customer service**
- * **Provide customer service within the rules**

Plus, 5 optional units to choose from 4 themes (the themes are listed below)

- * **Theme: Impression and image**
- * **Theme: Delivery**
- * **Theme: Handling Problems**
- * **Theme: Development and improvement**

Key Skills

All jobs require a number of key skills to ensure it is done well.

- * **Communication Level 2**
- * **Application of number Level 1**

Technical Certificate

This is used to test your knowledge and understanding of the industry you work in.

Level 3 Programme

The Level 3 programme runs for up to 12 months. As above you will work with your employer and attend Milltech on a fortnightly day release basis.

There are 2 mandatory units in the NVQ Level 3 which cover:

- * **Understand customer service to improve service delivery**
- * **Know the rules to follow when developing customer service**

Plus, 6 optional units to choose from 4 themes (the themes are listed below)

- * **Theme: Impression and image**
- * **Theme: Delivery**
- * **Theme: Handling Problems**
- * **Theme: Development and improvement**

Key Skills

All jobs require a number of key skills to ensure it is done well:

- * **Communication Level 2**
- * **Application of number Level 2**

Technical Certificate

This is used to test your knowledge and understanding of the industry you work in.

What are the entry requirements?

There are no minimum entry requirements for any of the apprenticeship programmes but in order to succeed up to Level 3 it is likely that an apprentice will be capable of achieving at least GCSE Grade C or above in Maths and English. People do however enter apprenticeships with lower grades than this and succeed.

Apprentices are required to demonstrate that they can achieve a certain level in Functional Skills. If you have not achieved this level at school Milltech can help you to develop literacy and numeracy skills to the level needed in the Customer Service Sector.

How can I apply to join an Apprenticeship programme with Milltech?

Telephone us on 0191 5100414 and ask for an application form or you can call in and pick one up. Connexions also have copies of our application forms.

What happens after I have completed an apprenticeship?

You could continue in your job and even gain promotion, you may be able to progress to a higher level of NVQ or progress to higher education courses at college or university e.g. foundation degrees or degree.

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Milltech is a short walking distance from both Park Lane Interchange and Sunderland Central Metro station. There is access for those who have mobility difficulties at the rear of the building.

This publication can be supplied in large print on request.

