

What are the benefits?

- Up-skilling and motivating employees.
- Employees achieve a nationally recognised qualification.
- Support for the development of organisations.
- Meeting the Government Skills Pledge.
- Increased skills and knowledge for employees.

Why work with us?

Enable is an established Voluntary and Community Sector (VCS) organisation that has a strong track record in delivering learning, skills and employment. As we are a VCS organisation, we have a good understanding of the needs of other VCS organisations and how they work.

Unlike private businesses, making profits is not top of our agenda.

Find out more

To find out more about Enable and Apprenticeships, please contact: Nick Taylor on 0115 934 8495 or email: nick@enable.uk.net

If you are based in **Northamptonshire**, please contact: Alexis Rich on 01536 526 411 or email: alexisr@enable.uk.net

Glossary

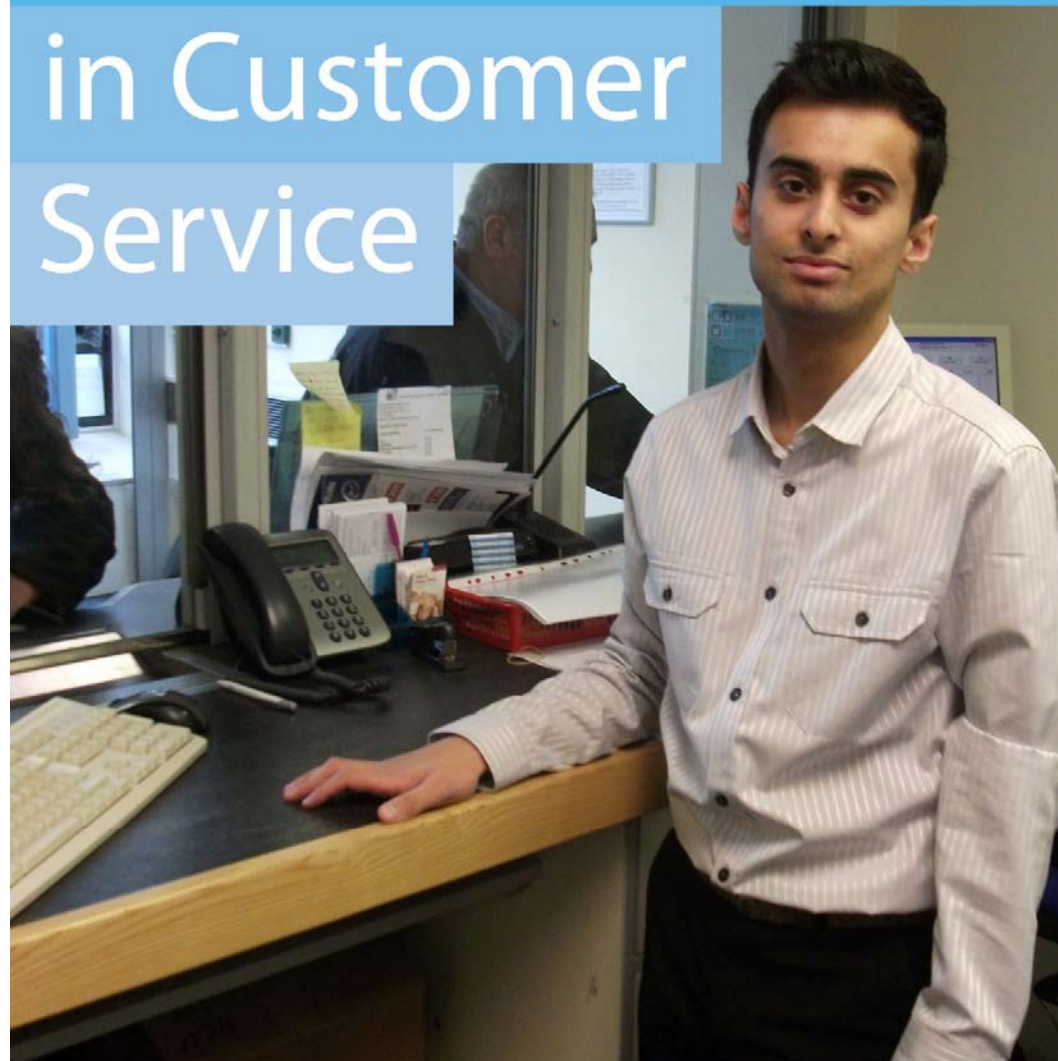
ERR	Employment Rights and Responsibilities
ICT	Information and Communications Technology
NVQ	National Vocational Qualification
PLTS	Personal Learning and Thinking Skills
VCS	Voluntary and Community Sector

This booklet can also be made available, on request, in alternative formats.

Enable

Nottingham Voluntary Action Centre, 7 Mansfield Road, Nottingham NG1 3FB
Charity No: 1105746 Company No: 4717124

Apprenticeship in Customer Service



www.enable.uk.net

0115 934 9543

 Apprenticeships

enable▶▶

Apprenticeship in Customer Service

Level 2 (equivalent to 5 GCSEs).
Level 3 (equivalent to 2 A levels).

Who is this qualification suitable for?

At level 2, it will be suitable for those in roles such as Customer Services, General Administration, Business Support or Reception.
At level 3, it will be suitable for those in roles such as Team Leaders and Coordinators in the above areas.

Ideal candidates for this qualification will:

- Demonstrate excellent communication skills.
- Be confident in ICT.
- Have good people skills.
- At level 3, candidates should have the ability to show some leadership/supervisory skills and use more advanced administrative applications and be able to problem solve.

Apprenticeship Pathway	
NVQ	A combination of mandatory and optional units will be selected by the Apprentice, Assessor and Employer.
Technical Certificate	In the form of online multiple choice tests and/or written assignment depending on the Apprenticeship level.
Functional Skills/ Key Skills	English level 2, Numeracy level 2/1, ICT level 2/1 depending on Apprenticeship level.
Employment Rights and Responsibilities (ERR)	Develop or reinforce your knowledge with regards to equal opportunities and health and safety.
Personal Learning and Thinking Skills (PLTS)	Develop or reinforce your skills in: independent enquiry, creative thinking, reflective learning, team working, self managing, and effective participation.

What is an Apprenticeship?

It is a work-based training programme, designed around the needs of the employer and employee, that develops the skills an employee needs to do their job. It will lead to a nationally recognised qualification.

There are two routes into an Apprenticeship:

1. The qualification can be offered to an existing employee or,
2. An organisation can recruit a young person to undertake an Apprenticeship.

Existing employees will be able to access an Apprenticeship if they are employed for 30 hours a week or more. Please note those who hold a degree are currently not eligible for funding.

What is expected of the Apprentice?

Apprentices learn in the workplace and are expected to work to a standard required by both the employer and the national curriculum.

Observations will be made of the Apprentice carrying out daily duties. It is expected that the Apprentice will allocate a small amount of their own time outside of work to produce evidence for their portfolio and for revision work.

What is expected of the Employer?

The Apprentice must be employed by the organisation for a minimum of 30 hours a week. Employers will support Apprentices by passing on skills and knowledge, and by assigning someone to mentor them in their role. It is expected that employers will allow a small amount of time for other Apprenticeship tasks such as sitting online knowledge tests.

Employers will need to meet with the Apprentice and Assessor a minimum of every 10 weeks to discuss and document a progress review. Occasionally employers may also be asked for written testimonies about the Apprentice's work and capabilities.