

Customer Service

Interested in earning while you're learning?

Take a look at Apprenticeships in Customer Service and get a head start in your career. And you'll be in good company. Thousands of people choose to become apprentices every year in Customer Service.

What is an Apprenticeship in Customer Service?

If you're leaving or have left education, you are unemployed, or you are in work and want a change, an Apprenticeship could be a great way for you to start work and gain qualifications in Customer Service.

Apprentices do real jobs for real employers, and you'll be in your placement for between 12 and 24 months. If you are not already employed, we'll help you find a placement. You'll get up to date training, learn to do a job role well, and get qualifications that will help you progress. Your employer will give you a manager to support you in your role and we'll be helping you to stay on target. You'll spend some time at our training centre studying your qualifications.

Who can do Apprenticeships?

Apprenticeships are open to anyone 16 or over. If you are still 15 and applying before you leave school you will not be able to start your Apprenticeship until you've left school.

Is this for me?

Yes, if you're the sort of person who likes to learn through experience and wants to make things happen and you don't want to sit in a class all day to get your qualifications. Apprenticeships are not just based on academic achievement, but you should ideally have 5 GCSE's at Grade A* to C (or equivalent). Your practical skills and your interests also count.

What do I get paid?

If you are an existing member of staff in a company undertaking an Apprenticeship, you will be paid your normal salary whilst you work and study. If you are joining the Apprenticeship programme with a placement, your training wage will be a minimum of £96.20 per week. The National Minimum Wage will apply to 19 – 20 year olds and 21+ year olds from year 2 onwards.



You also get paid holidays, recognised qualifications and full support during training. You may also get additional money for essential books, clothing or equipment, or to help you with a disability.

What's involved in the selection process?

Getting an Apprenticeship is like getting a job. You will be interviewed, perhaps asked to take tests to see if you're the right person. You'll need to sell yourself and convince the employer that an Apprenticeship in Customer Service is right for you.

What qualifications will I achieve on an Apprenticeship in Customer Service?

The level of qualifications will depend on your previous achievements and the job role you are in, but you could achieve;

- NVQ2 Certificate or NVQ3 Diploma in Customer Service
- Level 2 or 3 Certificates in Customer Service
- Functional Skills in English and Maths and ICT

How will I be assessed?

Your NVQ will be assessed in a variety of ways including us observing you doing your job and asking you questions about it, you collecting evidence about how you do your job, and people you work with reporting on what you've done. You will need to produce a portfolio of evidence, and you will be guided on how to do this. Functional Skills and Technical Certificates are assessed by a test and / or a portfolio.

How do I progress?

An Apprenticeship doesn't just train you for work; it opens up a range of career and learning options. Once you've completed your Apprenticeship, you can choose to carry on working, undertake advanced training or even go on to higher education.

How do I get started?

It's easy! If you are employed already and interested in applying, contact us and we will discuss your entrance to the programme. Contact The Apprenticeship Team on 01670 622102. If you are not already employed you need to search through our Apprenticeship vacancies listed online on the Apprenticeship Vacancy Matching Service. Just go to www.apprenticeships.org.uk to register, search for vacancies, read the job descriptions, and apply online.

Phone: 01670 622102
Email: AdultLearning@northumberland.gov.uk
Write: Northumberland Adult Learning Service,
 Tweed House, Hepscott Park, Morpeth
 Northumberland. NE61 6NF
Website: www.northumberland.gov.uk/adultlearning

Whatever you're interested in, there's an Apprenticeship for you.
 If you are not sure that Customer Service is the route for you, why not look at the other choice of industries and employers we have available.