

# Customer Service Apprenticeships

## Course Information

Customer service often involves dealing with the public face-to-face and acting as the link between customers and other departments in the organisation to make sure customers have a positive experience. Customer service roles are essential in many sectors and often involve answering enquires, giving information, solving problems and dealing with complaints.

To work in customer service, staff should have excellent communication skills, be polite, confident and friendly, be able to understand the needs of customers and enjoy working with people. With experience customer service assistants may be promoted to supervisory or management roles.

Customer service assistant's salaries range from £10,000 to £15,000 a year.

*Source: Connexions*

## What is an apprenticeship?

Apprenticeships are high quality work-based training programmes for people who want to earn while they learn and gain practical and transferable skills that today's employers are looking for.

## Who are they for?

Apprenticeships are open to anyone living in England and not taking part in full-time education.

## What do I need to start?

### 1. Previous training

- There are no specific entry requirements for this course.

### 2. A job

You will need to work in a customer service related role. You can either find an employer yourself or we can assist you with your job search. Call us to find out more.

## How long will my apprenticeship take?

Each apprenticeship lasts up to two years.

## What will I get out of it?

### Earnings

Recent research found that apprentices earn an average of £170 net pay per week. Research also shows that apprentices earn, on average, over £100,000 more throughout their lifetime than other employees. As of August 2009 the minimum wage for an apprentice aged 16 years is £95 per week.

### Qualifications

When you have successfully completed your apprenticeship in customer service you will gain:

- NVQ Level 2 Customer Service
- OCR Level 2 Certificate in Customer Service
- Key Skills.

### Prospects

Apprenticeships train you in the skills employers want, so when you've finished you can carry on working, maybe get promoted, or go on to higher education in a college or university.

With experience customer service assistants may be promoted to supervisory or management roles.

## How much does an apprenticeship cost?

The government cover the full cost of training for 16–18 year olds and contribute towards costs for those aged 19 or above.

## How do I apply?

To apply for an apprenticeship you will need to fill out and return an application form.

### To request an application form:

Tel: 01234 291000

Email: [apprenticeships@bedford.ac.uk](mailto:apprenticeships@bedford.ac.uk)

### Once complete, please send your application form to:

Apprenticeships  
Bedford College  
FREEPOST BF356  
Bedford  
MK42 9BR

Once we have reviewed your application form we may invite you for an interview and assessment.

To find out more about a Bedford College Apprenticeship

call **01234 291000**

or visit **[www.bedford.ac.uk](http://www.bedford.ac.uk)**

