

FOR APPRENTICES

Customer Service Practitioner Apprenticeship Level 2

Course Details

You will undergo a 12 month apprenticeship training programme at Level 2, during which you will be supported with on and off the job training to assist in your development. Throughout, you will collect evidence of your success with customer feedback, recordings, performance evaluations and witness statements that document your progression.

Apprenticeship Framework Components

- On Programme Training
- Mock assessments
- End Point Assessment
- Apprentice Showcase 65%
- Practical Observation 20%
- Professional Discussion 15%
- Certification

Functional Skills

Functional Skills are skills that are needed in a range of activities in education and training, work and life in general.

The Functional Skills required for the Apprenticeship standard are:

- Maths Level 1
- English Level 1

Successful completion of these functional skills is essential to complete prior to the End Point Assessment. Not all apprentices need to study Functional Skills depending on previously gained qualifications. Further advice will be provided at enrolment. If you do not have a Level 2 you will be required to study for this and sit the test.

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Duration

The average expected completion time for this framework is 12 months although it can take longer. The duration of your framework will be confirmed at enrolment.

Earnings

The National Minimum Wage for an Apprentice is advertised on <https://www.gov.uk/national-minimum-wage-rates>

Holidays

Holidays will be agreed with your employer. Your minimum entitlement is 20 days per year plus Bank Holidays.

Progression

The majority of our apprentices continue to be employed on a full time basis at the end of the apprenticeship. There are good opportunities to progress to an Advanced Apprenticeship at Level 3.

Off The Job Training

There is a requirement for all apprentices to complete 20% of their time in 'off the job' training. This includes the need to attend Redcar & Cleveland College at least one day a week.

Contact

If you require any further information, please contact:

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