

WHERE DO YOU GO FROM HERE?

The main entry to employment in the area is through a programme of training at our Training Centre.

The Awarding Bodies for the qualifications are:
CfA (Council for Administration)
City and Guilds

ARE YOU HARD WORKING, WANT A QUALIFICATION
AND A CAREER IN BUSINESS?
THEN PLEASE CONTACT US BY:

VISITING OUR WEBSITE AT:
www.doncastergta.co.uk

OR

TELEPHONE FOR AN APPLICATION FORM
AND/OR INFORMAL CHAT TO:

DONCASTER, ROTHERHAM AND DISTRICT
MOTOR TRADES
GROUP TRAINING ASSOCIATION (GTA) LIMITED
Rands Lane Industrial Estate,
Armthorpe, Doncaster, DN3 3DY
TEL: 01302 832831 FAX: 01302 831916
EMAIL: admin@doncastergta.co.uk



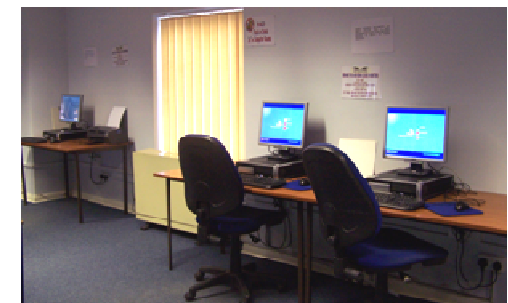
DONCASTER GTA POSITIVELY PROMOTES EQUAL OPPORTUNITIES REGARDLESS OF RACE, GENDER, SEXUAL ORIENTATION, SPECIAL NEEDS, AGE OR DISABILITY.

V2 - CR - 10/10
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APPRENTICESHIPS IN CUSTOMER SERVICE



INTRODUCTION

Doncaster Group Training Association (GTA), is a training provider based in Armthorpe and specialise in delivering the Modern Apprenticeship Framework to young people aged from 16 to 24.

The Business Studies Department delivers Customer Service Apprenticeships to young people who wish to pursue a career within this area. The award is undertaken over a period of one year and the learner is based in a work placement for four days each week and attends the centre one day per week for formal training.

There is no cost to the learner or company for the training delivered as it is a government funded scheme, however, the company is expected to pay the learner a training allowance/salary. This is paid direct to the learner from the company.

CUSTOMER SERVICES

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 sectors, 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. Possible job roles include - Customer Relationship Manager, Customer Support Agent, Customer Support Officer, Customer Service Executive Officer, Customer Service Delivery Co-ordinator, Customer Service Operator, Customer Service Team Leader, Customer Service Supervisor, Customer Service Manager, Senior Customer Service Advisor, Customer Relations Officer, etc.

QUALIFICATIONS

This Apprenticeship teaches you the skills to provide excellent customer service, and can be applied to hundreds of job roles across many different sectors, from government to telecommunications. However, most customer service apprentices work in retail, financial services, call centres, hospitality, or sport and recreation.

Level 2 NVQ Certificate in Customer Service

The NVQ Certificate is a portfolio of work-based evidence designed to prove competence, knowledge and understanding of the job role being undertaken. To achieve the Level 2 NVQ Certificate mandatory and optional units must be completed to total 28 credits. The optional units are chosen to accompany the tasks carried out at work placement.

Level 2 Certificate in Customer Service

An expansion of practical/theoretical skills obtained within the workplace which aims to develop learners' knowledge and understanding of the principles of effective customer service. It will help develop the practical skills required to support the customer service environment. Supported by classroom taught lessons, computer based training and revision, a multiple choice question on-line assessment and written question assignments are to be completed to achieve the qualification.

Functional Skills

This qualification recognises and develops the essential literacy, numeracy and ICT skills necessary to 'function' in work, learning and life. To achieve this qualification a written exam is taken for each subject and marked by the awarding body.

Text Processing (Business Professional)

This is not a compulsory element of the framework, however, is an important skill to have for a career within a business environment. These can be tailored to the learners and workplace requirements. Subjects include - Text Production, Mailmerge, Word Processing, Business Presentations, Document Presentation, etc.

CAREER PROGRESSION

On completion of the Modern Apprenticeship, learners are encouraged to undertake the Advanced Apprenticeship to enhance skills further and progress to a higher level both academically and professionally.