

# South Downs College Apprenticeships

Working with Employers to deliver education and training

## Customer Service



**Apprenticeship training is fully funded by the Skills Funding Agency for young people aged 16-18 years. If the Apprentice is 19 or over, a contribution from the Employer will be required.**

### **What is an apprentice?**

An apprentice is a trainee. They can be a new or existing paid employee whom you assist through a training programme. The training provides apprentices with up-to-date skills to enhance your business and further their professional knowledge. It is a system of training the next generation of employees.

Skills shortages are still one of the largest threats to UK businesses. Apprenticeships can help businesses across all industries by offering a route to harness fresh talent.

### **How does it all work?**

Training, monitoring and assessments are conducted mainly in the workplace. However one day per week is usually spent at college.

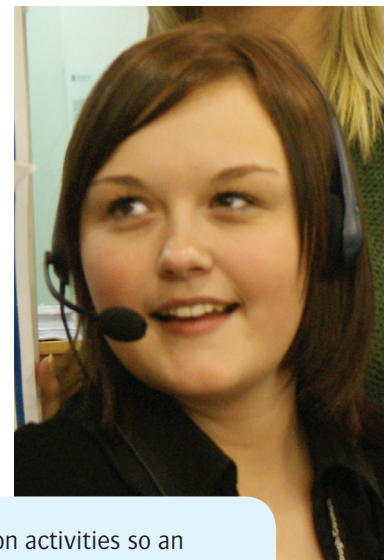
# Customer Service

## The Apprentice will learn

Skills in the workplace	=	NVQ Level 2
To develop numeracy and literacy skills	=	Key Skills qualifications
Theoretical knowledge	=	Technical Certificate
Rights and Responsibilities	=	Employment Rights and Responsibilities Certificate

### As an employer you are required to:

- give apprentices an induction into the role and participate in their training
- agree and sign a training programme for the apprentice with the College
- ensure a healthy and safe work environment
- give tasks and responsibilities so the apprentice can achieve a qualification
- provide supervision and mentoring in the workplace
- have a contract of employment with the apprentice subject to normal employment terms and conditions
- pay a minimum wage to the apprentice
- enable assessors opportunities to undertake work based assessments
- liaise with College staff in supporting all aspects of the training



"I find I learn best by doing hands on activities so an apprenticeship was right for me. Already I have gained valuable skills which I can take with me through future careers." **Maryann, Customer Service Apprentice, Havant**

### What people are saying:

"By giving apprentices valuable experience the Council is showing its commitment to young people in the local area. I'm pleased that we can share this with teenagers that are still undertaking their education."

**Councillor Tony Briggs, Leader of Havant Borough Council**

### How to get started:

If you require further information or would like to discuss your training needs, please contact:  
The Business Training Unit on **023 9279 4661** or email **apprenticeships@southdowns.ac.uk**

More information on Apprenticeships is available on **www.apprenticeships.org.uk** or by phoning the National Apprenticeship Helpline on **0800 015 0400**



South Downs College

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*"an outstanding college" Ofsted Inspection*

The South Downs College has charitable status for the provision of Education and Training

