



Customer Service Apprenticeship

Enjoy working with people? Then get a valuable qualification useful in a wide range of jobs.

Earn While You Learn

Why Become an Apprentice with Cornwall Marine Network?

- Earn a salary
- Receive training, advice and guidance from our specialist training team
- Become a valued member of the team through your work experience with a business
- Gain recognised qualifications to enhance your knowledge and kick-start your career

How does an Apprenticeship Work?

- Training takes place at work and your assessor will visit to observe and support you. CMN offers 1-to-1 training support and/or Apprenticeship training workshops as appropriate

How do I Become an Apprentice?

- Contact CMN on: 01326 211382 or
- Email CMN on: networkoffice@cornwallmarine.net

Cornwall Marine Network has over 300 marine member businesses. We will place you within an appropriate member business that is suitable to your chosen career path.

At Level 2 you will undertake on the job training and develop the underpinning knowledge to deliver good customer service and present a positive image for your organisations,

At Level 3 you will gain the knowledge of how to handle any problems which may arise whilst maintaining a positive image of your organisation.

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What Will This Cover?

Level 2

- Minimum of 12 months to complete qualification
- Achieve an NVQ Level 2 Certificate in Customer Service (QFC)
- Achieve Level 2 BTEC Certificate in Customer Service (QCF)
- Achieve Functional Skills at Level 1
- Learn about Employees' Rights & Responsibilities and develop Personal Learning and Thinking Skills

Level 3

- Minimum of 12 months to complete qualification
- Achieve NVQ Level 3 Diploma in Customer Service (QCF)
- Achieve a Level 3 BTEC Certificate in Customer Service (QCF)
- Achieve Functional Skills at Level 2
- Learn about Employees' Rights and Responsibilities and develop Personal Learning and Thinking Skills

Call us now to take the first step on to the career ladder...

For further information visit:

www.cornwallmarine.net

