



Customer Service Apprenticeship

About our Apprenticeships

The Apprenticeship scheme delivered by CMN offers a new and unique approach to enhancing your workforce, coupled with a guaranteed package of benefits that will genuinely support your business and its needs.

- Effective recruitment service
- Improve profit by increasing productivity
(Source: www.apprenticeships.org.uk)
- Dedicated support from CMN's specialist training team throughout the programme
- A service that is tailored to meet your specific needs
- CMN will source the best available training for your apprentice wherever your business is located
- The delivery model can be designed to meet your organisation's requirements

How does an Apprenticeship Work?

- The Apprentice must work a minimum of 30 hours per week; training is delivered in the workplace and assessors will visit to observe and support you both. CMN offers the Apprentice 1-to-1 training support and/or Apprenticeship training workshops as appropriate.

Next Steps...

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

Level 2 will teach apprentices to deliver good customer service and present a positive image for your organisation.

Level 3 will teach apprentices a further understanding of customer service and the importance of good communication, how to handle any problems and maintain a positive image for your organisation.

Version: 008



What Will This Cover?

Level 2

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

Level 3

- Minimum of 12 months to complete qualification
- NVQ Level 3 Diploma in Customer Service (QCF)
- Level 3 BTEC Certificate in Customer Service (QCF)
- Functional Skills at Level 2
- 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