



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?

- 4 days a week are spent working for your employer
- Typically 1 day a week is spent training in a location close to you, however a training delivery method may be designed to suit you and your employers' needs

How do I Become an Apprentice?

- Contact CMN on: 01326 211382 or
- Email CMN on: apprenticeships@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.

Level 2 will teach you to deliver good customer service and present a positive image for your organisation. This qualification will equip you for working as a Receptionist, Customer Advisor or Customer Service Officer.

Level 3 will teach you 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. This qualification will equip you to work as a Customer Service Manager, Hotel Receptionist or a Medical Receptionist.



What Will This Cover?

Level 2

- Maximum 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 Key Skills - Application of Number Level 1 & Communication Level 1
- Learn about Employers' Rights & Responsibilities and develop Personal Learning and Thinking Skills

Level 3

- Maximum of 12 months to complete qualification
- Achieve NVQ Level 3 Diploma in Customer Service (QCF)
- Achieve a Level 3 Certificate in Customer Service (QCF)
- Achieve Key Skills - Application of Number Level 2 & Communication Level 2
- Learn about Employers' 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



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