

RWP Training Limited

Developing individuals and business through training and consultancy

ADVANCED MODERN APPRENTICESHIP CUSTOMER SERVICE

Who is eligible?

Anyone between the ages of 16 – 24 who is employed for at least 16 hours per week in a customer service role. However learners will be expected to take a series of initial assessment tests, which will help decide whether they will be suited to a Foundation or Advanced Modern Apprenticeship.

Programme Contents

NVQ
NVQ Level 3 in Customer Service

Plus

KEY SKILLS
Communication Level 3 Application of Number Level 2 Information Technology Level 2 Working with Others Level 3 Improving own Learning & Performance Level 2

Plus

ROUTE A
Any four units from the following choice of NVQ's: Business Admin Level 2 Business Admin Level 3 Information Technology Level 2

or

ROUTE B
Certificate in Customer Service at Level 3

Plus

ERR
Employment Rights and Responsibilities

Programme Structure

- Induction – one day at RWP
- Day release – one day every two weeks for approximately three to six months at RWP. This will depend on the skills and experience of the learner at the start of their programme.
- Assessment visits in the workplace every two weeks.
- Additional one to one support is available for Key Skills.

Length of Programme

24 months.

What should I do next?

If you are interested then contact the Recruitment Officer at RWP who will discuss the programme with you and answer any questions you may have. Alternatively, you can visit our web site www.rwp.co.uk for more information or to register on-line.

RWP Training Limited promotes equality of opportunity

RWP TRAINING LIMITED

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