



LEVEL UP WITH A TRAINEESHIP

A **Customer Service Traineeship** with Fareham College will equip you with the skills you need for work and connect you with our network of employers who offer high-quality Apprenticeships, jobs and careers.

Our **Customer Service programme** will provide the pathway you need to Level Up your career prospects within the customer service, retail, hospitality or leisure industries.

As part of this programme you will:

- ✓ Receive £64.50 a week for your travel expenses
- ✓ Develop your confidence and demonstrate your abilities on a work experience placement that could lead to an Apprenticeship or employment
- ✓ Coaching and mentoring to support your employability skills and achieve success at interview
- ✓ Study Maths and English if not already achieved.

Entry requirements:

In order to complete this programme you will need to be aged between 19-24* years old.

Duration:

The duration of this Traineeship programme is 12 weeks.

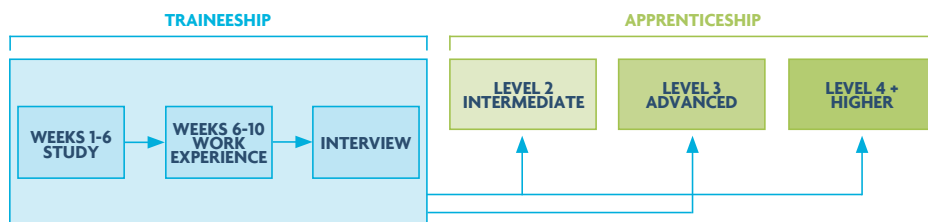
What will this programme cover?

Training: Weeks 1-6

- ✓ Working in a customer service and business environment
- ✓ Communication in customer service and resilience training
- ✓ Personal performance and development
- ✓ Working with others
- ✓ Deal with and record customer queries, requests and problems
- ✓ Contribute to sales activities
- ✓ Functional skills (if required).

Work Experience: Weeks 6-12

- ✓ Six weeks work experience placement (amounting to 70-140 hours).



Pathways on from our Customer Service Traineeship will unlock access to a range of customer service, retail, hospitality, and leisure sector Apprenticeships at a range of levels, supporting your future career aspirations.

For more information please contact Business Plus on 01329 815 200 or email traineeships@fareham.ac.uk

*If you are aged between 16-18 years old you may be eligible for our Traineeship programme - please contact traineeships@fareham.ac.uk for more information.