Date:

Dear

Re: Information, advice and guidance related to Apprenticeships

Following our recent discussion, during which we explored apprenticeship opportunities, I have distilled the key points from our conversation.

Your expressed interest lies in the apprenticeship program for Customer Service Practitioner Level 2, offered by Get SET Academy, which you have identified as your preferred training provider. This type of apprenticeship entails a combination of employment and a structured training curriculum.

Specifically, the Customer Service Practitioner apprenticeship is a 12 to 15-month programme and encompasses the development of Knowledge, Skills, and Behaviours. The knowledge-focused aspect of the program includes comprehensive coverage of the following modules:

1. Knowing your customers
2. Understanding the organisation
3. Meeting regulations and legislation
4. System and resources
5. Your role and responsibility
6. Customer experience
7. Product and service knowledge
8. Interpersonal skills
9. Communication
10. Influencing skills
11. Personal organisation
12. Dealing with customer conflict and challenges

You will be provided with access to an online portal and all your learning materials contained within this. You generate and retain evidence within this learning portal for Knowledge, Skills and Behaviours as advised by your tutor.

As an apprentice you will be required to attend regular workshops and undertake any work or tasks allocated, this could include:

- Complete questionnaires/workbooks
- Create a portfolio of evidence –
- Extended mini projects as part of the portfolio -if required
- Prepare and attend progress reviews

Once you have completed all your learning and development activities as mentioned above you will go through a gateway stage. This is where the employer and your tutor ensure that you have completed everything, they will take you through a mock interview and observation to ensure that you are ready for the end point assessment which will be carried out by an independent End Point awarding organisation.

End point assessment:
You will need to demonstrate competency and be graded against Fail/Pass/Distinction (to pass you must attain 60%) criteria through:

1. Apprentice Showcase
2. Practical Observation

3. Professional Discussion

Prior to the start of the apprenticeship, you as the apprentice will undertake initial assessments to identify your starting point, they will include:

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- A vocational skill scan related to the apprenticeship standards. This will help to identify any skills or knowledge that you already have and indicate a starting point. An Initial assessment for Maths and English.
- Cognassist – to identify additional learning support if required.

I informed you about the minimum 20% off the job (6 hrs per week if working more than 30 hrs per week), this means that all your apprenticeship activities will be completed during working hours. You will need to maintain a log of these activities for audit purposes. You do not financially contribute towards the apprenticeship.

As an employee, your employer will need to agree an Apprenticeship Agreement with you, and we will complete a training plan (your individual learning plan) which you the employer and GSA must agree and sign. This includes all the learning that you will go through and the support you will receive from GSA. We will also include what off the job activities you will undertake and how GSA will support you.

You will be on their payroll and supported for the duration of your apprenticeship. The employer will also allow for off the job learning which was also explained. There is no financial contribution from you. The duration of the apprenticeship programme will vary depending on how many hours worked and the minimum time required to complete.

If you have any questions, please do not hesitate to call me.

Yours sincerely

Moosa Chohan