

## Flintshire Trainee – Customer Service Placement Outline

### At Work Work Opportunities

In the workplace you will be offered experience in the following areas:

- Communicating with colleagues and customers both orally and in writing
- Working in a team
- Gaining an understanding of Health & Safety in the workplace
- Providing an efficient service to the customer
- Using IT in a work setting applying various software packages
- Practical use of office equipment
- How to deal with customers and provide appropriate advice and guidance
- Maintaining record systems both paper and electronic

### At College Learning Outcomes

During your work based learning, you will achieve the following learning outcomes:

- **National Vocational Qualification** – Level 2/3/in Customer Service
- **Key Skills** – Work-related skills such as Literacy, Numeracy and Digital Literacy unless exempt.
- **Technical Certificates** – These are appropriate vocationally related qualifications which are externally assessed (by exams) and in most cases will require attendance at College.
- **Employment Rights and Responsibilities** – This ensures you have a full understanding of your responsibilities and rights as workers.

### Skills

If you decide to apply for a Flintshire Traineeship, **please highlight your experience / skill in the following areas on the application form.**

- Communication skills
- Team working
- IT experience
- Work experience
- Organisational skills
- 5 GCSE's Grade C or above (or equivalent) including Welsh or English Language and Maths.
- Maximum Level 3 (A-Level) qualification
- Welsh language skills desirable

This Placement Outline is appropriate for Customer Service Traineeships in the following areas:

- Customer Services