



For learners aged between 19 and 24

Employers receive £1,000 per trainee

Minimum 70 hours work experience

Customer Care Traineeship

This qualification will provide the trainee with the underpinning knowledge required by employers to work in a range of different environments in a customer service role. The trainee will develop essential knowledge of the importance of the customer service role, understand how organisations ensure effective customer service and be able to interact positively with customers within the employer organisation. The training offered includes Level 2 Working With Customers, Level 1 or 2 Write to Communicate, Level 1 or 2 Making Calculation and 70 + hours of work experience.



A traineeship allows you to design a programme that suits the needs of your business. Having a trainee can increase your productivity and capacity. Trainees can later become employees should they fit into your business well.



Westminster Adult Education Service (WAES) will support the trainee with English, maths, digital and work-related qualifications which can lead them on to an apprenticeship, a career or further education.



This is a great way to develop a local workforce, support your local community and develop a recruitment pipeline for upcoming roles within your organisation.



There are no direct costs to your organisation, however you can choose to pay the trainee for travel and lunches.





About Traineeships

- Traineeships are courses designed to prepare young people for employment so that they can gain skills and knowledge to support them into apprenticeships or other sustainable work.
- Work experience in traineeships should give the young person exposure to a real workplace so they can develop the skills, knowledge, confidence, attitudes and behaviours they need to succeed at work.
- The traineeship includes teaching in English and maths, if their initial qualification is below Level 2, and digital training if there is a requirement.
- They will also gain technical or professional qualifications to develop their knowledge alongside their work experience.
- The traineeship includes work experience of a minimum of 70 hours.



Employer Responsibility

- Safe, meaningful and high-quality work experience.
- A minimum of 70 hours of work experience – but no more than 240 hours for benefit claimants – over the duration of the traineeship (maximum of one year) and as agreed with the traineeship provider.
- Constructive feedback and advice to the trainee.
- An interview for an apprenticeship or job in your business at the end of the traineeship, if one is available.
- An exit interview at the end of the traineeship with meaningful written feedback if no job is available.
- Provide PPE if there is a requirement for the job role.



Trainee Eligibility

- Applicants have to be eligible to work in the UK.
- They should not currently be in employment and have little work experience, but be focused on work or the prospect of it.
- Applicants must be aged between for learners that are 19 to 24 old or 25 with an EHCP.
- They should be motivated to work.
- And have no qualifications above A-level (or equivalent).

