

HELPING YOU LEARN TO HELP CUSTOMERS

If you learn in a practical hands-on way, enjoy helping people and solving problems, a Customer Service course at Shape will suit you!

APPLY

Fill in an application form online at **www.shapetraining.co.uk** or to request an application to be posted, call or email us.



MEET

When we have received your completed application we will contact you with an interview date.



START

Once we interview and know a little bit more about you, we will start you on the appropriate pathway, traineeship or apprenticeship.



▼ CAREER PATHWAY

You will start on a Career Pathway if you need to gain experience and vocational qualifications

- Level 1 Customer Service Units
- Functional Skills
- Employability Skills

▼ TRAINEESHIP

You will start a traineeship if you have relevant qualifications but need to gain valuable practical experience to prepare you for an apprenticeship.



LEVEL 2/3 CUSTOMER SERVICE APPRENTICESHIP

You need to be employed to start an apprenticeship to:

- Gain high quality work experience
- Achieve a Customer Service Level 2 Certificate & Level 3 Diploma

Apprentices earn approx. £80 a week

(Completing a Career Pathway or Traineeship makes you more employable and prepares you for an apprenticeship)

Email: enquiries@shapetraining.co.uk

Tel: 01642 282222  Shape.Training

Shape Training, Sotherby Road, M'bro, TS3 8BT

www.shapetraining.co.uk