

DEFY CONVENTION



MAZDA CUSTOMER SERVICE APPRENTICESHIP PROGRAMME

Mazda is working in partnership with Babcock, one of the UK's largest automotive apprenticeship training providers to offer you a world-class training solution. The Mazda Customer Service programme is a unique course, developed, managed and assessed by customer service professionals with a wealth of experience and knowledge in their field.

Customer service plays an important role in any organisation where day-to-day contact and relationship building with customers takes place. Mazda's Customer Service Apprenticeships are nationally designed training programmes offering employees the opportunity to enhance their career through a combination of training and assessment and are recognised throughout business and industry as essential ingredients for success.

Qualifications

On completion of the **Apprenticeship** Programme your Customer Service Apprentice will receive the following:

- NVQ Level 2 Customer Service
- Level 2 Certificate in Customer Service for the Automotive Industry
- Functional Skills Level 1 in Literacy and Numeracy
- Apprenticeship Completion Certificate

On completion of the Advanced Apprenticeship Programme your Customer Service Apprentice will receive the following:

- NVQ Level 3 in Customer Service delivered in 2 years
- Level 3 Certificate in Customer Service for the Automotive Industry
- Functional Skills Level 2 in Literacy and Numeracy
- Apprenticeship Completion Certificate

Apprenticeship / Level 2

- 12 months duration (approx)
- Provides new skills and a thorough grounding for both new and existing employees
- Academic equivalent to Intermediate GNVQ or 4-5 GCSEs

Component parts

- Health & Safety
- Vehicle Knowledge
- Warranty
- Legislation & Regulation Training
- Time Management
- Aftersales and service systems and processes
- DMS Systems
- Communication Skills
- Managing Customer Expectations

Advanced Apprenticeship/Level 3

- 12 -18 months duration (approx)
- Successful completion will contribute towards university entrance requirements
- Academic equivalent to Advanced GNVQ or 2 A Levels

Component parts

- Improving Customer Service
- Marketing
- Aftersales Planning
- Workshop Control Process
- Business & Resource Management
- Audits
- Advanced Technical Knowledge

Programme Support

- Free recruitment and assessment
- In-company delivery
- Two year programme
- Structured visit cycle
- Personal Vocational Learning Advisor
- Qualification and progression management
- Pastoral care
- Single point of contact

Funding Criteria

- Work a minimum of 30 hours per week
- Not in full time education
- Must be a European citizen

Funding is available for the majority of cases. To find out more please contact us on the freephone number below.



The Benefits of Apprenticeships/VCQs

- Apprentices improve team motivation, increasing productivity, minimise staff turnover and help overcome skill shortages.
- By employing an Apprentice you can harness fresh talent that has a high chance of staying with the brand.
- Our Apprentices attend a formal induction day for the Mazda Advanced Apprenticeship programme. Employers and parents are also welcome. This day is a great kick start to the programme and helps Apprentices to comfortably settle into their qualification.
- We celebrate and recognise Apprentices success by holding a Graduation event for all those that complete their Level 3. This is a great day, enjoyed by all.
- Our recruitment team are on hand to find the best candidates to fulfil businesses requirements, working closely with you and your management team from start to finish.

For more information and to apply online visit: mazdaapprenticeships.co.uk or contact us on 0870 013 0325 or email: Apprentice@mazda-academy.co.uk

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