

NELSON AND COLNE
COLLEGE

86% OF
RETAIL CUSTOMERS ARE
WILLING TO PAY AN
EXTRA 25% FOR
GOOD CUSTOMER
SERVICE

THE STARTING
SALARY FOR RETAIL
MANAGERS IS BETWEEN
£20,000-£30,000

THE HIGHEST
PERCENTAGE OF UK
WORKERS IN CALL CENTRES
ARE IN SCOTLAND,
THE NORTH EAST, NORTH WEST
AND YORKSHIRE

Retail, Sales and Customer Services



Apprenticeships in... Available from Levels 2 to 3*

Retail | Call Centre Operations | Sales and Customer Service

Careers within this sector

Sales Consultant

Contact Centre Manager

Telesales Professional

Visual Merchandiser

Product Specialist

Store Manager

Supervisor / Team Leader

Department Manager

Retail Assistant

Sales Manager

Support Analyst

Sales Executive

Employers we work with



Skills for this industry

Excellent communication skills

Ability to lead and motivate a team

A strong commitment to customer service

The ability to work under pressure

Confidence, drive and enthusiasm

A positive attitude

Admissions Team: 01282 440 272 admissions@nelson.ac.uk

Apprenticeship Team: 01282 440 317/9 apprenticeships@nelson.ac.uk

www.nelson.ac.uk

*Levels vary depending on the Apprenticeship framework

APPRENTICESHIP FAQs

What is an Apprenticeship?

An Apprenticeship is a real job with training. You can earn while achieving a nationally recognised qualification linked to your chosen career. Apprenticeships are equivalent to a full-time academic qualification and there are a wide range of areas you can complete an Apprenticeship in. See our subject pages for details.

What are the benefits of an Apprenticeship?

- Earning a salary
- Training in the skills employers want
- Excellent progression opportunities
- Increased future earning potential
- Better long term salary prospects
- Learning at a pace suited to you with the support of a mentor
- Paid holiday

What grades do I need to do an Apprenticeship?

Intermediate Apprenticeship - 4 GCSEs at grade D or above (one of these must be in English or Maths) or equivalent.

Advanced Apprenticeship - 5 GCSEs at grade C or above (one of these must be in English or Maths) or successful completion of an Intermediate Apprenticeship, or equivalent.

These requirements are subject to change and may also differ to meet the needs of the employer. As well as a College interview, progression onto an Apprenticeship is subject to an employer interview.

Don't worry if you didn't get the required grades, we can work with you to find a suitable route on to your Apprenticeship.

How much do I get paid?

All Apprentices receive at least the National Apprenticeship Minimum Wage in the first year, however some employers do choose to pay more.

How many hours a week do I work?

All Apprentices work at least 30 hours a week.

Am I guaranteed a job?

No, however Government data shows that nationally 90% of Apprentices stay in employment after finishing their Apprenticeship, with many staying with the same employer, offering you a real future.

How long will it last?

Apprenticeships typically last for one to four years depending on the area of study. The majority of Apprenticeships last for two years.

What do employers expect from an Apprentice?

All Apprentices are expected to conduct themselves professionally in the workplace and must be conscientious in their work, attendance and timekeeping. Our unique Pre-Apprenticeship support package will help guide you in developing the skills and qualities desired by employers, however a desire to work and further your skills is essential!

What does an Apprenticeship involve?

Training combines off the job study (usually at College) with learning and development in the workplace.

Can an Apprenticeship lead to university?

Yes! A growing number of Apprentices also go onto Higher Apprenticeships to gain degree level qualifications, but without the expense of going to university.

 **Nelson and Colne College Apprenticeships and Training**  **NCCapprentice**

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