



Customer Service Apprenticeships for Pharmacies

Looking to recruit staff? – Work with CERT to find an apprentice for your pharmacy.

The Government have released new funding to allow smaller organisations to access funding for apprenticeships. This means you can now work with a specialist Apprenticeship Training provider to deliver your apprenticeship provision.

We offer the Customer Service Practitioner and Customer Service Specialist training in pharmacy settings. The core of the training is around customer care, retail and supporting the pharmacist with their work. The customer service apprenticeship lends itself well to working in a pharmacy as it develops important skills in the apprentice which will support your day to day service.

“Fantastic experience in dealing with CERT who brought in our wonderful apprentice. Great support from the get go and continual support during the Apprenticeship. Our Apprentice’s motivation, enthusiasm and work ethic has been thoroughly well received by all staff. She is now an integral part of our business and will no doubt be kept on long term.

A testament to how good the scheme has proven for the Pharmacy is that we are already recruiting another Apprentice!”

Taff’s Pharmacy, Scunthorpe

It’s everything that you get from a standard Apprenticeship offer but all delivered by an organisation with an understanding of the unique challenges that you face – juggling the needs of customers, maintaining quality, preparing prescriptions and running a retail environment.

CERT
Apprenticeships



How do Apprenticeships work?

- Recruitment - With our support you advertise your vacancy and recruit the person you need to fill your organisation's needs.
- Pay – the minimum rate you pay your Apprentice is set by the Government £4.15 – but you can pay them more than the minimum rate and this may help you attract candidates with specific skills – it's up to you and the budgets you have available.
- Age – the Apprentice must be 16 as a minimum but after that it's up to you.

Apprenticeships Standards

Apprenticeships are evolving and are now organised in a different way and you will hear them referred to as Standards. Together we will shape a Scheme of Work that encompasses all the skills and knowledge you need them to gain whilst they are training. Then between us we will all deliver that programme of learning - CERT, you as the Employer and the Apprentice (through self-study). This is not a day release programme. All study is guided one to one by CERT.

You will need to nominate a member of staff to Line Manage your Apprentice – and they will be responsible for mentoring them in the workplace and liaising with us as the Training Provider to ensure that we are all doing all we can to make the Apprenticeship experience the best it can be.

You will need to commit to a minimum of 12 or 15 months of employment for your apprentice during which they will have one day paid “off the job” training each week when they are learning new skills and developing their knowledge. Once they have completed the minimum duration of their Apprenticeship training you will then need to employ them for a further three months when they enter what is called The Gateway period where they will be working for you full time whilst also preparing their best work and a presentation for their End Point Assessment – which will give the Apprentice their certificate.



Just want a qualification without the apprenticeship?

All apprenticeships have a main or associated qualification and we can deliver this qualification separately *without* all of the requirements of a formal apprenticeship.

Staff will develop the same knowledge and skills they would in an Apprenticeship but it will be delivered through a mentoring model. They would need to see their coach for two hours each month within work hours.

Why choose CERT?

CERT is an established apprenticeship provider and has delivered apprenticeships to a wide range of employers.

We have a proven track record of delivering high quality, cost effective programmes of staff development for local and multinational organisations – shaped to meet your needs.



We go the extra mile for learners and their employers to ensure their success – life isn't all plain sailing – we recognise the unique challenges that pharmacies face and work with our employers and Apprentices on finding workable solutions when life throws a curve ball.

We are a social enterprise that uses its surpluses to develop the communities we serve. By choosing to partner with us you help to enrich local community organisations that work with disadvantaged people in the area.

What will this cost you and how is it funded?

The funding for the learning elements of Apprenticeships comes from the EFSA. You pay your Apprentice and 95% of the costs of the training are funded by the government. You can reserve your Apprenticeship funding now to start the training immediately. You engage your Training Provider (CERT) and we can walk you through securing the funding to make this happen.

Do you have an apprentice already in mind?

If you already have someone you would like to employ as an apprentice, we can start the apprenticeship almost immediately once the funding had been reserved.

Customer Service Apprentice at a Scunthorpe pharmacy

"This apprenticeship allows me to have a taste of both the chance of working in a pharmacy environment as well as working with customers and understanding how to cater to their different needs. It's been a very insightful experience."

Interested? Contact Simon King to arrange an informal chat



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