

## Modern Apprenticeships in Customer Service

Our Modern Apprenticeship in Customer Service programme continues to be a great success - and we are about to start the process all over again by searching for our fourth batch of young recruits. Apprenticeship opportunities will be available in **Aberdeen, Edinburgh, Glasgow, Inverness and Perth**.

Interviews and assessments will take place shortly and the 18-month programme will begin in September/October 2015.

Our modern apprentices will gain experience in key customer service roles – ticket examiner, station grade, hospitality host and tourism.

Those involved will also work to attain an SVQ in Customer Service and the Gold Duke of Edinburgh's Award. The programme could also lead to a full-time career with Abellio ScotRail.

Candidates should possess Standard Grade English and Maths at a minimum level 3 or National Certificate level 4 and above. Evidence of qualifications should be submitted at the interview stage.

The salary is £14,333, which equates to £7.85 per hour. The working week is 35 hours.

For full details, including how to apply, please visit <http://bit.ly/1KcrviP> and search under the job category 'Apprentice'.