

NATIONAL
COLLEGE
CREATIVE
INDUSTRIES



SECURE
TICKETS *from*
AUTHORISED
RETAILERS™

AN APPRENTICESHIP COULD BE JUST THE TICKET!

STAR and the National College Creative Industries have developed a new apprenticeship for the ticketing industry.

With support from the National College Creative Industries, ticketing employers can now recruit **ticketing apprentices** to assist with the delivery of high quality ticketing and customer service.

The ticketing industry is **evolving rapidly as new technologies** are developed and adopted. Ticketing employers need trained and qualified people to ensure that they are able to benefit fully from the use of these technologies and provide **first class service** to all customers and clients.

Part of your team

The first step for recruiting apprentices is the same as for any other member of staff. Identify a staffing need and place a recruitment advertisement via your usual HR process. You can also place advertisements at www.gov.uk/recruit-apprentice

Apprentices will play a full part in your business, the only difference being that they will spend a fifth of their time on off-the-job training, allowing them to learn and share best practice in the industry as well as develop and improve key skills.

This off-the-job training comprises:

- Shadowing colleagues in other areas of your business
- Attending workshops run by the National College Creative Industries
- Working with their industry practitioner (tutor) on building an online portfolio

National College Creative Industries will deliver off-the-job training via workshops which will be arranged at a venue close to the workplace/ home to allow managers and apprentices flexibility. Training can also be delivered in the workplace by our industry practitioners.

On-the-job training

On-the-job training is specific to the role and can be developed by individual employers to suit their requirements. Apprentices will record evidence of the work they are doing at your organisation through our straightforward online e-portfolio system. Our industry practitioners will assess your apprentices throughout their time on their programme and also work closely with them to ensure they meet the needs of the [Customer Service Practitioner – Ticketing](#) qualification. Final assessments will be carried out by external experts and ticketing professionals.

Help is also available for apprentices who do not hold GCSE A*- C grades. Support sessions are held in various locations for fifteen weeks at three hours a week and are assessed in an online examination.

Upon successful completion, apprentices will be awarded: [Apprenticeship Standard in Customer Service Practitioner - Ticketing](#) (Certificate graded pass or distinction)

Responsibilities and Costs

Employers are responsible for funding the following:

- Payment of wages (apprenticeship minimum wage 13 months at 30 hours per week). The apprentice minimum wage is currently £3.50 per hour or, if over 19, the current minimum wage for the age.
- Your own administration costs for supporting the apprenticeship.

- Company induction.
- Educational visits or trips to professional events not specified in the apprenticeship standard or assessment plan.
- Time spent by managers supporting your apprentice, such as mentoring or time spent arranging training support by other staff.
- Specific services not related to the delivery and administration of the apprenticeship such as additional training which is not a requirement of the Standard qualification.

If you are a levy-paying employer, the cost for training an apprentice will be £4,000. You would need to set up the National College Creative Industries as the training provider in the digital apprenticeship service. More information can be found here: www.gov.uk/guidance/manage-apprenticeship-funds

If you are a non-levy-paying employer you pay just 10% of the £4,000 cost, with the remaining 90% funded by the Education Skills Funding Agency.

[The Society of Ticket Agents and Retailers \(STAR\)](#) is the self-regulatory body for the UK entertainment ticket industry. Its members include ticket agents, arenas, theatres, music venues, producers and promoters throughout London and the UK. Approved as a consumer body for Alternative Dispute Resolution, STAR promotes consumer confidence and excellent service across the ticketing industry through a strict Code of Practice to which members must adhere. www.star.org.uk

INTERESTED?

Please contact us about starting your search for an apprentice! We will help you place your advertisement to set the wheels in motion towards finding a valuable new member of your team.

Telephone: 020 3675 6750

Email: info@creativeindustries.ac.uk

www.creativeindustries.ac.uk

