

Vodafone

SUMMARY

Sectors: Telecommunications

Training provided: Apprenticeships

Employees: 5,000

Vodafone Group Plc provides an extensive range of mobile telecommunications services, including voice and data communications, and is the world's largest mobile telecommunications company, with a significant presence in Continental Europe, the United Kingdom, the United States and the Far East. The company employs over 5000 people in the UK.

Vodafone has held an NES contract for several years and now has a highly developed model that supports staff to gain an apprenticeship at level 2 and 3 in customer service, IT and Sales. At present, Vodafone enrolls up to 2000 new apprentices per year. The apprentice structure is closely linked with role progression in the company and allows employees, in conjunction with their line manager, to specialise in one area or gain skills which aid career progression.

The NES supported programme supports the consumer and technology functions of Vodafone UK with learners based at two very large contact centre operations throughout Cheshire and the Midlands. In addition, learners are based across the UK-wide retail operations, usually based in a high street store. The programme supports the following Apprenticeship programmes: Customer Service, Call Centre Operations, Team Leading, Management and ITQ.