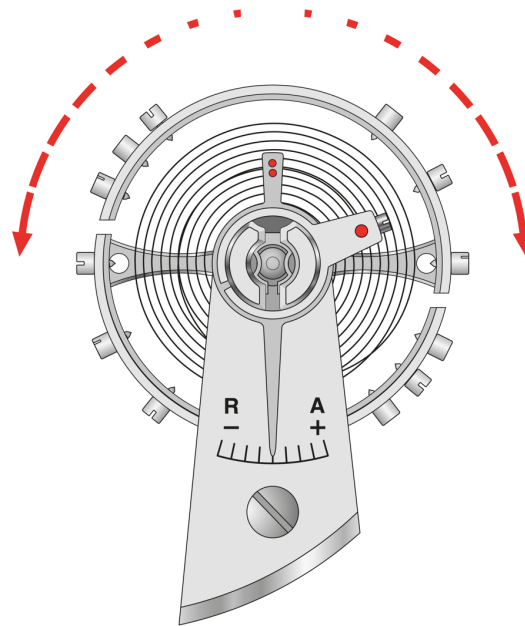
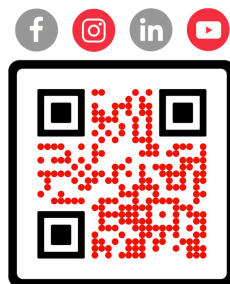


Customer Service Watchmaker Program

August 2024 – July 2025



*A full-time 12-month program
to become a qualified customer service watchmaker*



SCAN ME

Customer Service Watchmaker program

August 2024 - July 2025

Dates and duration

05 August 2024 – 18 July 2025

Full time, Monday to Friday, amounting to approximately 1'800 hours (12 months) in total, including

- 2-week work experience (subject to availability of companies and manufactures)
- 5 weeks holidays (two in December, two in April, plus 7 days Swiss public holidays)

Application requirements

- Please note that this program is very intensive and requires strong motivation
- Candidates must be over 21 years old,
- Language requirements : fluent English, both spoken and written. It is not necessary to provide a certificate but the candidate's language proficiency level should correspond to the following minimum requirement :
IELTS: International English Language Testing System: 5.0 – 6.0 /
CEFR: Common European Framework of Reference for Languages: B2
- No watchmaking experience required
- Candidates should send their application form and all required documents to WOSTEP by:
April 30th, 2023 (please see the last page - Application Form - for details)
- Space is limited. Short-listed candidates will be requested to take a 2-day test at WOSTEP to evaluate their ability and manual dexterity, as part of the final selection process.

Price *

The CHF 19'000.- * tuition fee includes the following (without accommodation) for the above-mentioned 12-month period :

- Tuition, support for administrative procedures upon arrival and administrative expenses
- Complete toolkit and theory books of horology. *The kit and books will remain the property of the student*
- Special courses on specific products, visits to factories
- Resources (infrastructure, tools, machines, training material, movements, spare parts and components)

The amount of CHF 9'240.- will be required as a prepaid financial guarantee by the State of Neuchâtel to ensure your basic domestic needs are covered. This will be refunded to you on a monthly basis, minus the Swiss health insurance premium (approx. CHF 300.-/month) which is compulsory for anyone staying in Switzerland over 3 months and who is not a holder of the official European health insurance card (EHIC) or of an equivalent insurance coverage recognized by the state of Neuchâtel.

Accommodation costs * in shared student apartments equipped for 3 to 5 flatmates, for 12 months:

- 15/16 m² room : CHF 9'300.- for 12 months = CHF 775.-/month
- 13/14 m² room : CHF 8'400.- for 12 months = CHF 700.-/month
- 11/12 m² room : CHF 7'500.- for 12 months = CHF 625.-/month

Room allocation : subject to availability. Accommodation fees : payable prior to the beginning of the program.

A list of contact numbers and websites will be provided upon request to those who wish to look for independent accommodation.

* All prices are accurate at the date on which this information is published, but remain subject to change.

Certificate

The WOSTEP certificate will be awarded to those participants who have successfully completed the required exercises during the program and passed each examination. The certificate is recognized by the Swiss watch industry and its representatives throughout the world.

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Content of the Program

Developed in conjunction with the Swiss watch industry, the program is based on extensive practical work at the bench, which will enable students to service all types of modern Swiss mechanical and electronic watches. Watchmaking theory is covered as the program unfolds and each new topic is studied. Details of the program may be subject to change.

Fundamentals of watchmaking:

- Gear train:*
- Fitting the gear train, truing the wheels, jewel setting and adjustment, quality control of jewels, oiling
- Winding and setting:*
- Assembly and adjustment of barrels (simple and automatic)
 - Lubrication
- Escapement:*
- Study of the functions, adjustment, correction and exercises on faulty escapements
- Regulating unit:*
- Regulation in different positions
 - Dynamic poising
 - Use of different timing machines
 - Fine regulation
- Automatic and calendar watches:*
- Study and assembly of various systems
- Study of electronic watches:*
- Practical and theoretical courses given at WOSTEP or by specialists in factories.
- Casing:*
- Fitting the dial, hands, case, crown, glass.
 - Correction and control of mechanical and electronic watches.

Chronographs and small complications:

- Study of different types of chronographs:*
- With pillar wheels.
 - Without pillar wheels.
 - Modular chronographs.
 - Automatic chronographs.

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Micromechanics:

- Measurement and measuring instruments
- Technical drawing principles
- Marking out principles
- Saws and sawing technique
- Drills/tap and drilling/tapping procedures
- Files and filing principles
- Grinding and sharpening principles
- Finishes (different metal)
- Clamping Connection
- Threading I: principles, types

Participants will be trained to meet customer service needs and perform a complete watch overhaul.

Please note :

Closing date for applications for the program beginning in August 2024:

April 30th 2023

Any applications received after this deadline will be considered for the next session

Customer Service Watchmaker program

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Application form – Please use capital letters

Personal details

Title: Ms. Mr.

Last name(s):

First name(s):

Nationality:

Date of birth (dd/mm/yyyy):

Contact Information

Street, number:

Post office box:

Zip Code, City:

Country:

Home phone:

Work phone:

Mobile phone:

Home e-mail:

Work e-mail:

*The application form – to be submitted before **April 30th 2023** – is available on www.wostep.ch*

Please attach the following to your application:

- Curriculum Vitae
- Copy of any previous diplomas
- A reference letter (by previous employer, trainer or teacher)
- A short letter explaining your motivation and what you expect from the program
- 1 passport-quality photo

Where/how did you hear about WOSTEP?

- WOSTEP student(s)
- Employer
- Advertisement
- Internet
- Other:

Date: Signature: