

# Customer Service Polishing Technician

Program with certification



SCAN ME

A program for those with a passion  
for the beauty and preservation  
of external watch parts.



Watchmakers of Switzerland Training and Educational Program  
Centre Suisse de formation et de perfectionnement horloger





## WOSTEP – WHO ARE WE?

Founded in 1966 and supported by the Swiss watch industry, the Fondation WOSTEP, located in the cradle of watchmaking in Neuchâtel, offers training programs covering several watchmaking professions. As a reference centre for watchmaking training and development worldwide, the Fondation WOSTEP transmits unique know-how through cutting-edge teaching. The range of training programs and consulting services offered by WOSTEP are considered quality standards. Employers around the world recognize WOSTEP certification as a proof of technical competence and demonstration of a solid training.

The neutral and independent Fondation WOSTEP is supported by 6 active members who together generate 90% of the turnover of the watch industry in Switzerland. Its ambition is to preserve and promote Swiss know-how abroad. Two pillars of the Foundation are the courses offered in Neuchâtel and the partnership with several schools abroad. The standardization of training programs and evaluation criteria implemented in cooperation with the industry ensures a true Swiss Made on a global scale.

With more than 50 years of experience, WOSTEP manages innovative projects with the close support of its members and donors and positions itself as a real training and skills center of the future.

## CERTIFYING TRAINING

The Neuchâtel school offers certifying training in watchmaking and polishing.

The watchmaking programs are run through a phase of Watch Technician, then Customer Service Watchmaker after one year. Finally, Watchmaker is the additional year more specialized in manufacturing which allows to arrive at a panel of knowledge worthy of traditional haute horlogerie. The student develops in-depth and specific skills in tool maintenance, diagnosis with defect identification, maintenance, movement adjustment, complete service, polishing, precision adjustment, micromechanics and watch manufacturing.

The Customer Service Polishing Technician is a program that allows the reconditioning, disassembly and reassembly of watch cases and bracelet components made of various base metals according to their technical and aesthetic characteristics.

These certification programs make it possible to reach a high level in watchmaking and polishing careers with specific opportunities in international haute horlogerie.

*Note: Certificates – titles recognized for their practical part by the Convention Patronale de l'Industrie Horlogère Suisse (Swiss Watch Industry Employers Federation) / based on governmental orders of the SEFRI (Secrétariat d'Etat à la Formation, à la Recherche et à l'Innovation (SERI - State Secretariat for-Education, Research and Innovation).*

## COURS À LA CARTE

To complete our offer, the school hosts multipurpose courses. Practical or theoretical à la carte courses can be developed and implemented on demand. Train the Trainer, Complete Service Standard Operation, Chronometry, Balance Hairspring Manufacturing, Chronograph, Turning, as well as modular and specific polishing courses, such as laser welding refilling, are given regularly.

More details can be found on our website.

## PROGRAM CURRICULUM

### Program description

The 640-hour WOSTEP *Customer Service Polishing Technician* program is the one to enable disassembling, reconditioning and reassembling of watchcases and bracelet components made of various base metals according to their technical and aesthetical characteristics. This certificate empowers to step on a promising polishing career worldwide.

### P50 – CUSTOMER SERVICE POLISHING TECHNICIAN



IEX01-P50

FEX-P50

Duration : 640h

### Main topics

- Basic micromechanics
- Cases, case backs, bezels, bracelets, buckles, clasps
- Electronic and mechanical watches
- Movements, dials and hands in theoretical overview
- Surface treatment:
  - Safety at work
  - Toxic substances
  - Metals
  - Polishing machines, accessories and consumables
- Theory lessons and extensive practical exercises on the various kinds of preparation and finishing techniques such as:
  - Sandblasting and Microbeadblasting
  - Lapping
  - Grinding
  - Felt polishing
  - Satin finishing
  - Polishing and final finishing
- Furthermore, the following complementary topics are covered:
  - Cleaning
  - Jewellery
  - Quality control
  - Packaging

### Career opportunities

With the *Customer Service Polishing Technician* program, graduate candidates have opportunities to work in customer services, brand-service-centres, independent repair shops, vintage watch services, watch development and manufacturing.

### Requirements and target audience

The *Customer Service Polishing Technician* program is open to all those interested in pursuing a career in polishing. To enrol for the program, there are no mandatory candidate requirements, however it is recommended to have some technical comprehension, an interest for manual work, a good level of manual dexterity and a keen eye for detail.

*Candidates from Hong Kong may be eligible for the Albert Hausammann Hong Kong Trust scholarship. For further information, please contact [wostep@wostep.ch](mailto:wostep@wostep.ch) or [shyeung@vtc.edu.hk](mailto:shyeung@vtc.edu.hk)*

## TIMETABLE AND PARTICIPANTS

- Monday to Friday: 08:00 – 12:00 / 13:00 – 17:00.
- Maximum 6 participants per session.

## LOCATION

Fondation WOSTEP, Rue des Saars 99, 2000 Neuchâtel, Switzerland

## REQUIRED MATERIAL

The necessary tools and material will be provided, except for loupes (recommended magnifying size for the polishing course: x 2,5).

## MEALS

- Meals are not provided and are at the participants cost.

## ACCOMMODATION

Participants have the possibility to stay in the WOSTEP student apartments located close to the school. Alternatively, a list of alternative accommodation options will be sent to them upon request, in order to allow them to make their own reservation elsewhere.

The cost for accommodation in the WOSTEP student apartments for the length of the program (4 months) is as follows:

(Single bedroom with free Wi-Fi. Shared kitchen, bathroom and laundry facilities)

- |                              |                   |
|------------------------------|-------------------|
| - 15/16 m2 room: CHF 3'300.- | = CHF 825.-/month |
| - 13/14 m2 room: CHF 3'000.- | = CHF 750.-/month |
| - 11/12 m2 room: CHF 2'700.- | = CHF 675.-/month |

Accommodation fees: payable prior to the beginning of the program

## PROGRAM FEE

- CHF 8'300.- per person (accommodation and meals not included)
- -25% discount for active members

## CERTIFICATE

A certificate will be delivered upon completion of the program to those who have fulfilled the requirements and passed the final examination.

**CUSTOMER SERVICE POLISHING TECHNICIAN PROGRAM REGISTRATION**

**Session selection**

Please indicate your session date/period of choice\*: .....

*\*Select from published program/course dates online or enclosed flyer.*

**Personal details – please fill in CAPITAL letters**

Ms.             Mr.

Last name (s): .....

First name (s): .....

Nationality: .....

Date of birth (dd/mm/yyyy): .....

Employer:.....

**Mailing address**

Name / Company name (if applicable): .....

Street address, n°: .....

Post office box: .....

Zip Code - City: .....

Country: .....

Home phone: .....

Work phone: .....

Mobile phone: .....

Home e-mail: .....

Work e-mail: .....

**Invoice address (if different from the above mentioned)**

Name / Company name (if applicable): .....

Contact person: .....

Street address, n°: .....

Post office box: .....

Zip Code - City: .....

Country: .....

Which language(s) do you speak? .....

## EXPERIENCE AND PROFESSIONAL BACKGROUND – CS POLISHING TECHNICIAN

Do you have any previous experience in polishing?

- Yes, length of experiences: .....
- No

## WHERE/HOW DID YOU HEAR ABOUT WOSTEP?

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

### Session selection

Please reconfirm your choice of session date/period\*: .....

*\*Select from published program/course dates online or enclosed flyer.*

Last name: ..... First name: .....

Date: ..... Signature: .....

Kindly complete this form when applying for the session and send to [wostep@wostep.ch](mailto:wostep@wostep.ch) or apply directly through our website under [www.wostep.ch/training/programs](http://www.wostep.ch/training/programs).

**The application form must be submitted before the application closing date mentioned on our website.** Please attach the following documents to your application form:

- **Curriculum Vitae**
- **Copy of ID/or passport**
- **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**

## BENCH TEST (2 DAYS)

In order to test the aptitude of each candidate and make sure the program is right for them, a bench test will be organized over two days. The test is mandatory. No previous experience in polishing is required.

Date and timetable of the test: to be determined after registration with our administration.

