University of Central Lancashire

Training 2000

Apprenticeships

European Union
European Social Fund

Business and Customer Service

Apprenticeships

Whether you are looking to employ or upskill existing customer service or administrative staff in your organisation, Training 2000's Level 2 Customer Service Practitioner and Level 3 Business Administrator Apprenticeships will develop your employee's knowledge and skills. With learning taking place online, your staff will cover a range of topics and gain a qualification without the need to travel to our Blackburn site.

www.training2000.co.uk
01254 54659
businessdevelopment@t2000.co.uk

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Our Business and Customer Service Apprenticeships

Customer Service Practitioner

Duration: 17 months

Commitment: The apprentice is required to spend at least 6 hours per week completing 'off the job' training. This could include their reviews with a Training 2000 Skills Coach, online training, industry visits, competitions and shadowing.

Funding your Apprenticeship:

Levy paying employers:	£3,500
Non-levy - 22+ years old: (5% contribution)	£175
Non-levy - 16-21 years old	£0

Entry requirements: A minimum of two GCSEs at grade 3/2 (D/E) or above is desirable.

Topics covered:

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibility
- Customer experience
- Product and service knowledge
- Interpersonal skills
- Communication
- Influencing skills
- Dealing with customer conflict and challenge
- Team working
- Equality – treating all customers as individuals
- Presentation – dress code and professional language

End-point assessment methods: An Apprenticeship showcase, a practical observation and a professional discussion

Business Administrator

Duration: 19 months

Commitment: One day every 2 weeks online learning with an additional monthly study day.

Entry requirements: A minimum of two GCSEs at grade 4 (C) or above including English and maths

Funding your Apprenticeship:

Levy paying employers:	£5,000
Non-levy - 22+ years old: (5% contribution)	£250
Non-levy - 16-21 years old	£0

Topics covered:

- Multiple IT packages and systems
- Record and document production
- Decision making
- Interpersonal skills
- Communications
- Quality
- Planning and organisation
- Project management
- Value of their skills
- Stakeholders
- Policies
- Business fundamentals
- Processes
- Professionalism
- Managing performance
- Responsibility

End-point assessment methods: A knowledge test, a portfolio-based Interview and a project presentation

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