



University of Central Lancashire

# Training 2000

INFORMATION FOR EMPLOYERS



# 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

## LEVEL 2 APPRENTICESHIP

### Customer Service Practitioner

**Duration:** 12 - 16 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, 5% contribution: £175  
Fewer than 50 employers with  
a 16-18 year old apprentice: £0

#### Entry requirements:

A minimum of four 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

## LEVEL 3 APPRENTICESHIP

### Business Administrator

**Duration:** 15 - 18 months

**Commitment:** Half day per week for 10 weeks online learning

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

#### Funding your Apprenticeship:

Levy paying employers: £5,000  
Non-levy, 5% contribution: £250  
Fewer than 50 employers with  
a 16-18 year old apprentice: £0

#### Entry requirements:

A minimum of three GCSEs at grade 4 (C) or above including English and maths

#### 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