



Celebrating 60 years
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.



Financial support for hiring a young person

Hiring young talent brings fresh ideas and strengthens an employer's workforce, enabling them to develop the skills needed to meet the demands of the future.

£1000

for employers who hire apprentices aged 16-18

£2000

for SMEs who hire apprentices aged 16-24
(available from October 2026)

£3000

for employers who hire 18-24 year olds who have been on Universal Credit for over 6 months (available June 26)

No National Insurance contributions

on apprentices under 25

** Financial incentives can be combined if the apprentice/employer meets the criteria **



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Our Business and Customer Service Apprenticeships

LEVEL 2 APPRENTICESHIP

Customer Service Practitioner

Duration: 15 months

Commitment: The apprentice is required to spend at least ½ a day 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.

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

Funding this Apprenticeship:

Levy paying employers: £3,500

Non-levy - 22+ years old: £175
(5% contribution)

Non-levy - 16-21 years old: £0
(100% training costs covered)

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

Assessment methods: An Apprenticeship showcase, a practical observation and a professional discussion

LEVEL 3 APPRENTICESHIP

Business Administrator

Duration: 19 months

Commitment: One day every 2 weeks - online learning

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: £250
(5% contribution)

Non-levy - 16-21 years old: £0
(100% training costs covered)

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

Assessment methods: A knowledge test, a portfolio-based Interview and a project presentation