



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

#### **£3000**

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

#### **£2000**

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

#### **No National Insurance contributions**

on apprentices under 25

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



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

# 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 - 25+ years old:** £175  
(5% contribution)

**Non-levy - 16-24 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 - 25+ years old:** £250  
(5% contribution)

**Non-levy - 16-24 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

Levy-paying employers with insufficient levy funds will be required to contribute 25% towards apprenticeship training and assessment costs

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