



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**  
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# Our Business and Customer Service Apprenticeships

## LEVEL 2 APPRENTICESHIP

### 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:

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

## LEVEL 3 APPRENTICESHIP

### Business Administrator

**Duration:** 19 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:

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

**Entry requirements:** A minimum of two 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

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