



More than a **course.**

Customer Service **2**
Apprenticeship
Prospectus-
Local





Unlock your potential with an Apprenticeship

Who Is This For?

To anyone who works in a role delivering a product or service to customers.

Programme Outputs

- 1) Industry Recognised Apprenticeship Standard.
- 2) Functional Skills in Maths and English.
- 3) Personal Development, Behaviour and Wellbeing.

The Duration

The Customer Service Apprenticeship lasts 15 months in total. There is further detail about what is taught throughout this duration on pages 4 & 5.

The Employer commitment

Employer Commitment

Employers are required to make a number of commitments to their apprentice for the duration of the apprenticeship programme.

- Ensure learners work for a minimum of 16 hours per week.
- Allow for off-the-job training of 20% of working hours.
- Assign an experienced, responsible work-place mentor.
- Support the learner to maintain the highest levels of professionalism and commitment to their responsibilities in line with the Vocational Training Agreement.
- Facilitate the appropriate workplace exposure, tasks and experiences.
- Allow for time and support for the completion of Functional Skills.



KNOWLEDGE, SKILLS & BEHAVIOURS.

The Customer Service standard covers a variety of theoretical and practical skills that will develop the apprentices knowledge, skills & behaviours in the work place. These can be shown below -

Knowledge

- 1 - Knowing your customers
- 2 - Understanding the organisation
- 3 - Meeting regulations & legislations
- 4 - System & resources
- 5 - Your role & responsibility
- 6 - Customer experience
- 7 - Product & service knowledge



KNOWLEDGE, SKILLS & BEHAVIOURS.

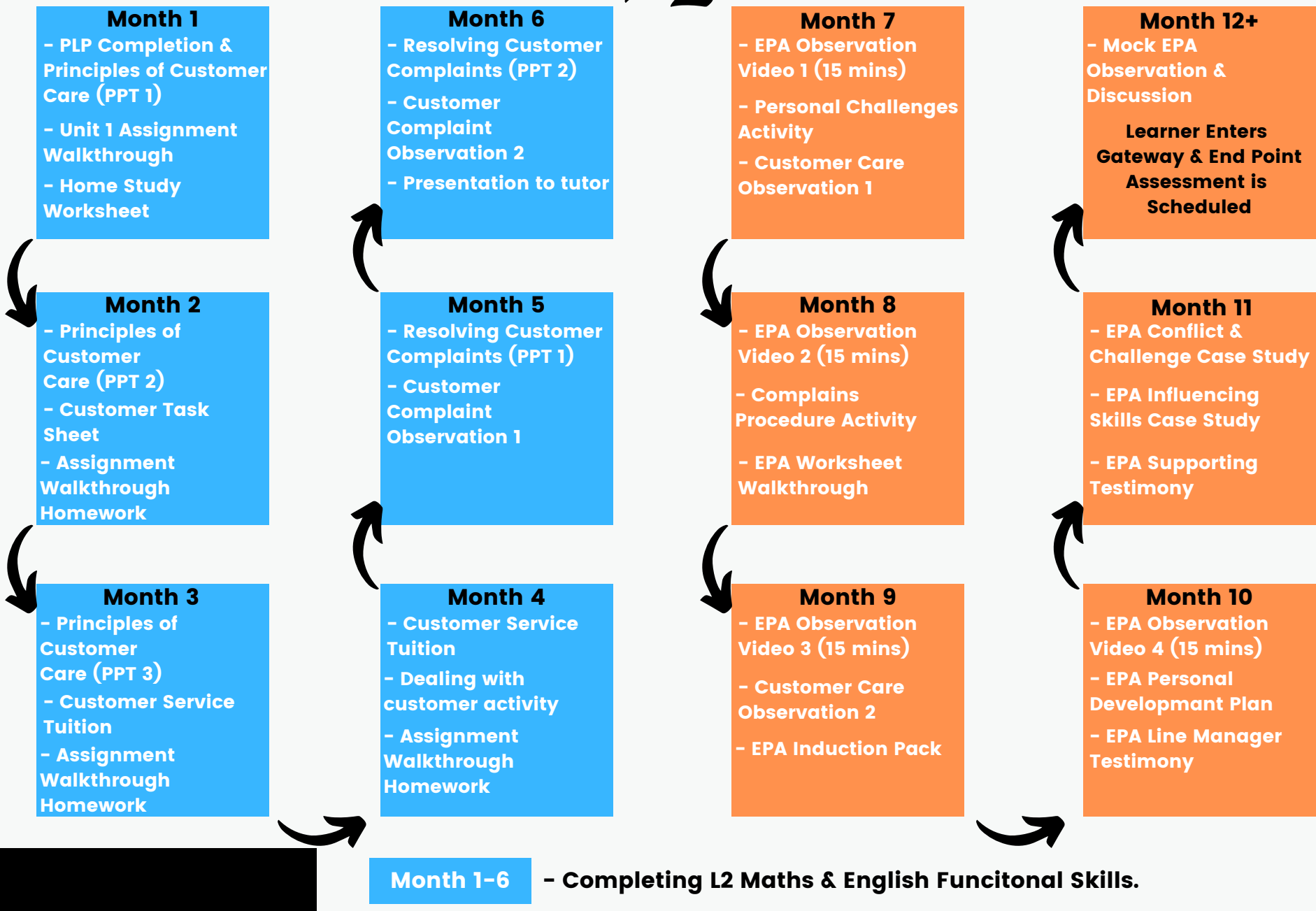
Skills

- 1 - Interpersonal skills
- 2 - Communication
- 3 - Influencing skills
- 4 - Personal organisation
- 5 - Dealing with customer conflict & challenge

Behaviours

- 1 - Developing yourself
- 2 - Being open to feedback
- 3 - Team working
- 4 - Equality - Treating all customers as individuals
- 5 - Presentation - Dress code & professional language
- 6 - "Right first time"





The Learner Journey

Payments and Incentives

There are **additional benefits** for employers who invest in training young people who are between **16 and 18:**

- £1000 incentive with £500 payable after 6 months and at achievement.
- If you have less than 50 employees there is no requirement to contribute 10% for 16 to 18 year olds only (still applies to 19+)

If the person is 19 or over a 5% contribution would be required which is £175. The £175 can be paid over 10 monthly payments if desired.

However, if the organisation has a national wage bill of over £3 million, then you would be a levy paying customer and training would be 100% funded.



The Benefits

87%

of employers said they were satisfied with the programme.

78%

of employers said business productivity has improved.

77%
of employers believe an apprentice makes them more competitive in business.

75%
of employers reported an apprentice improved their product or service quality.

£214
The amount the average apprentice increases productivity by per week.

More than a course.

Our commitment is to ensure you have life-long support allowing for your development. By being a Velocity Student you will have access to an exclusive members section, which includes:



New & regular Podcasts!



Exclusive videos and tutorials!



Resource sheets to save you time!



Regular articles to enhance knowledge!



Links to courses to progress your learning!

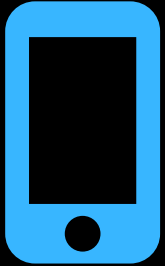


Regular free webinars!



Learning support.

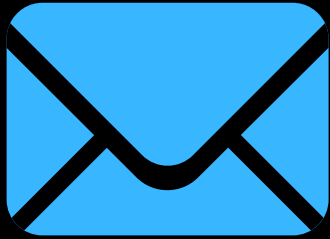
As well as providing the members section on our website, you will also be provided with other aspects of learning support, which include:



Unlimited over the phone contact with your support tutor.



Free and unlimited marking of coursework & assessments!



Direct email contact with your support tutor.



Scheduled support appointments!



See what our students say...

Massive thank you to Velocity and especially Mat for his work and teachings.

Benjamin Crossley



Huge thank you to Mat my tutor for the course for pushing myself to finally finish the course. Couldn't help me enough with the work load and gave me confidence within my work.
Would highly recommend velocity PT academy!

Dave Lawton

The course was fantastic my tutor was just brilliant. He was always there when I had any questions or queries and was fully backed up by his explanations, he gave in-depth answers to ensure I fully understood the answer.

Hermandeep Shergill

Velocity have been totally amazing, cant recommend them enough!

Zoe Newby

Was an amazing course, and was taught by an awesome tutor!

Shahrukh Chikhaliya

I did my Level 3 Personal Training with Mat Mallett from Velocity and he was brilliant! I've always felt uncomfortable in exam situations and he made me feel so relaxed I wasn't even nervous on the day! Doing the course with him was so much fun it hardly even felt like learning!

Alex Keeble

Amazing support, currently I have four employees who are so much more motivated and engaged in the business since working with velocity Academy. I would absolutely recommend this company and feel the level of knowledge they have has really supported my team in delivering a better product in the work place.

Nicola Kydd
(Energie Stockton Manager)

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**Want more
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