

Customer Services Apprenticeships

When Customer Services is done right, a company's best customers will prospect for the firm while also speeding product adoption and improving customer satisfaction and long-term loyalty. It's all part of a virtuous cycle: Improving your customer service process can result in more satisfied customers (and, in turn, more sales and referrals for your business).

The **Customer Services Apprenticeship** is designed to help your staff market your services and products more effectively and directly impact on your bottom line.

Qualification Structure

<u>Competence based element</u>	<u>Knowledge based element</u>	<u>Functional Skills</u>
NVQ Certificate / NVQ Diploma in Customer Services	Certificate in Customer Services	English Level 1/2 Maths Level 1/2

Units include*

- *Communicate Effectively with Customers*
- *Give Customers a Positive Impression of Yourself and Your Organisation*
- *Promote Additional Services or Products to Customers*
- *Process Information about Customers*
- *Make Customer Service Personal*
- *Go the extra-mile in Customer Service*
- *Deal with Incoming Telephone Calls from Customers*
- *Deliver Customer Service to Difficult Customers*
- *Resolve Customer Service Problems*

*Please note that the above is just a small list of the available units.
The full list of units allows for the course to be adapted to your business needs



Why Apprenticeships?

Fill your skills gaps

Apprenticeships deliver skills designed around your business needs. They also help you develop the specialist skills you need to keep pace with the latest technology and working practices in your sector. Employers in the Populus survey said they relied on their Apprenticeship programmes to provide the skilled workers they need for the future.

Motivate your workforce

Apprentices tend to be eager, motivated, flexible and loyal to the company that invested in them.

Remember, an apprentice is with you because they want to be – they have made an active choice to learn on the job and a commitment to a specific career.

Improve your bottom line

Apprenticeships deliver real returns to your bottom line. In a recent survey, the majority of employers said that Apprenticeships helped them to improve productivity and to be more competitive.

They also said that **training apprentices is more cost effective than hiring skilled staff**, leading to lower overall training and recruitment costs.

Costs:

The course can be fully funded for 16 - 24 learners under Lifecare's delivery.

For apprentices who are 24 years or older you may incur an employer/learner contribution.

Recruitment of an apprentice from Lifecare is also free of charge.

Course duration: 12 months

Qualification Comparison: Each full level 2 is equivalent to 5 GCSEs grade A-C (Each Level 3 Qualification is the equivalent of an AS Level Qualification at grades A-C)

Delivery: Flexible

The learner would usually have to attend some training at our training centre but the days would be agreed with you as the employer.

Government Financial Incentives

AGE Grant: The national apprenticeship service will provide eligible employers willing to recruit an apprentice aged 16 – 24 years with a £1500 grant (maximum 10 apprentices). Your business may qualify for the grant. For more information please contact us.

Wage Subsidy

An employer employing an apprentice aged 18 – 24 years old who has been unemployed for 6 months (in the hot spot areas) or 12 months (in most other areas) can apply for a £2275.00 incentive. Please note that an employer can only apply for either the AGE grant or the wage subsidy.

Other cost incentives

Minimum Wage for apprentices: £2.65 (compared with 3.68 for other 16-17 year olds, 4.98 for 18-20 year olds and £6.9 for people 21 years or older)

What is required of Employers?

Employers are expected to offer a 12 Month contract of employment to the successful candidate(s);

- Contract of employment must be for a min. of 30h p/W & minimum pay £2.65 p/H (learning hours must be included in working time);
- Provide on the job support to the Apprentice and allow candidate to be released 1 day/half day for classroom learning.