



LEVEL 2



ON-SIDE GROUP Ltd

Customer Service Practitioner



MERCIA PARTNERSHIP

Overview

Our Level 2 Customer Service Practitioner programme is designed to equip your employees with the skills to deliver a high- quality customer experience, in line with your brand promise, improving the customer satisfaction of your organisation.

This programme will provide the training for your employees to develop excellent interpersonal, communication and influencing skills to help customers make choices that are mutually beneficial to the customer and your organisation. In addition, personal organisation, presentation, self-development and team working will be key areas developed to drive quality and consistency through the service given to your customers.

Industry Recognised Qualification

On completion of the programme, your employees will be awarded with a City & Guilds:

Level 2 qualification Customer Service



Learning and Assessment

This programme will last for 15 months, with your employees attending sessions arranged with their learning coach and yourself. The frequency of these sessions will depend on which modules you and your employee agree to undertake and we will work with you to establish the timetable for your employee's sessions.

Your employees must submit a portfolio of evidence comprising of workplace tasks, which will relate to evidence gathered throughout the programme.

Entry Requirements

- Must hold 5 GCSEs (graded A* to E or 9 to 2) or equivalent.
- Have been a resident in the UK/EEA/EU for the last 3 years.
- Be able to meet the programme modules through their job role.

Job Roles

Customer Service Administrator

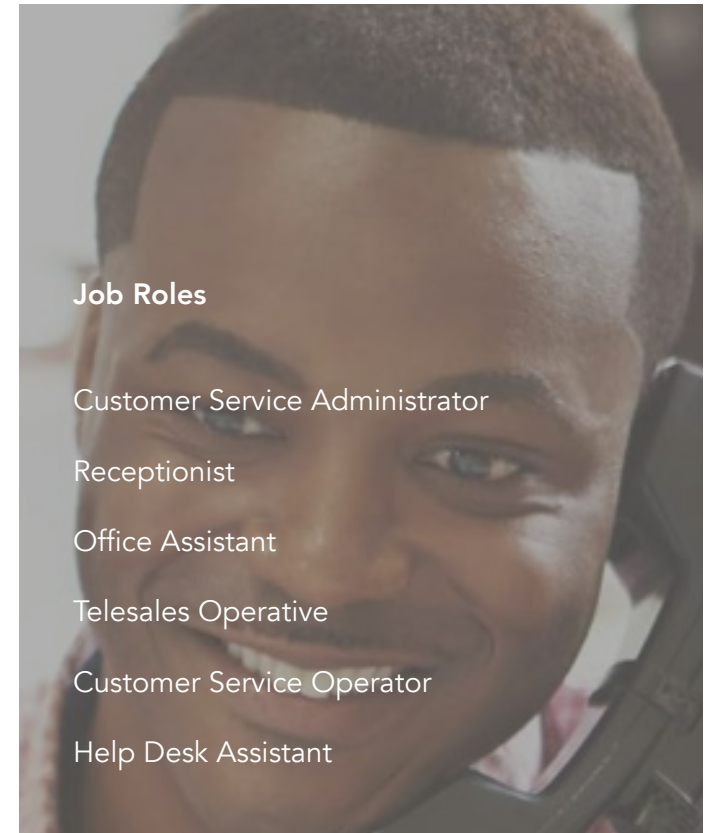
Receptionist

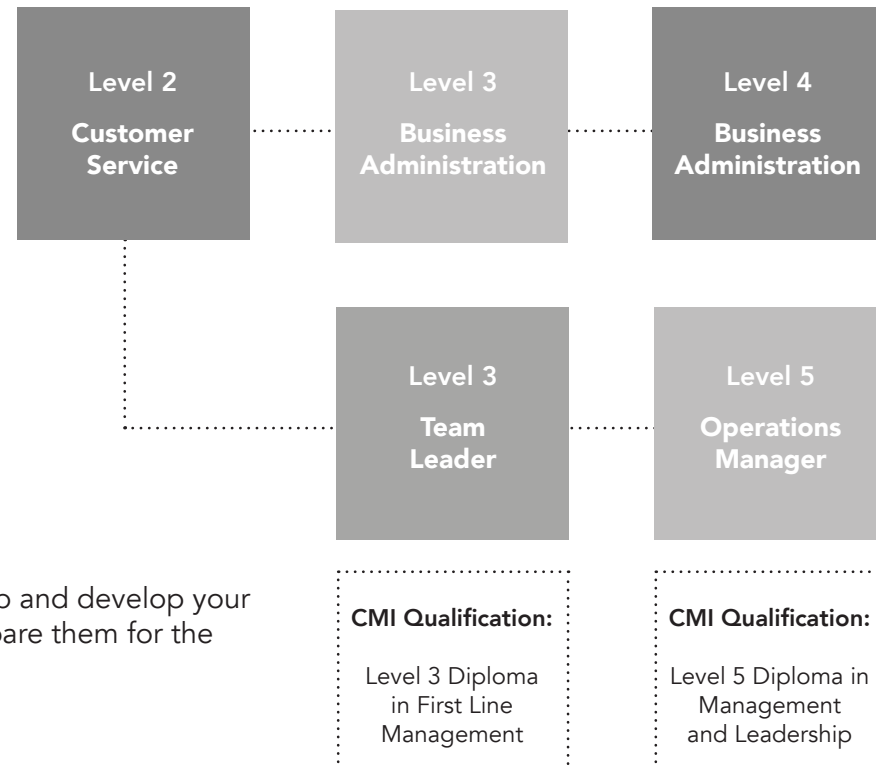
Office Assistant

Telesales Operative

Customer Service Operator

Help Desk Assistant





Talent Development Pathway

Our Pathway to progression means we have designed our programmes to equip and develop your staff with the skills your business needs them to have. This programme will prepare them for the next step in their career.

Module Overview

Our Level 2 Customer Service Practitioner programme is designed to equip your employees with the skills to deliver a high-quality customer experience, in line with your brand promise, improving the customer satisfaction of your organisation.

Each module has the following learning outcomes:

Business Knowledge & Understanding

This workshop will develop understanding of the role and purpose of teams. It will enable participants to recognise the characteristics of a high-performing team. In addition, it will develop leadership skills and the ability to communicate with and motivate a high performing team.

Personal Development Plan

The initial workshop will help your employees identify goals through a skills gap analysis and propose a training plan to help them achieve their personal and professional development requirements. The workshop will include a professional development session focused on 'Taking Ownership' and 'Developing Self'.

Delivering Against Your Targets

This workshop is designed to analyse their role, responsibilities and targets and understand the impact of their actions on others. The workshop will include a Professional Development session focused on 'Communication skills', 'Personal service skills and knowledge' and 'Being open to feedback'.

Customer Journey Knowledge

In this workshop, employees will identify who their internal and external customers are and learn the importance of keeping their knowledge of your organisations products and services up-to-date. The workshop will include a professional development session focused on: 'Reinforcement techniques', 'Providing a personalised customer service experience' and 'Promoting equality'.

Providing a Positive Customer Experience

Your employees will learn how to establish facts to enable them to create a customer focused experience and appropriate response, building customer trust. The workshop will include a Professional Development session focused on 'Influencing skills', 'Right first time' and 'Team Working'.

Business Systems and Resources

Your employees will identify the appropriate legislation and regulatory requirements that affect your business, and the systems, equipment & technology used to meet the needs of your customers. This will include a professional development session focused on 'Dealing with Customer conflict & challenge' and 'Maintaining formative communication during service recovery'.

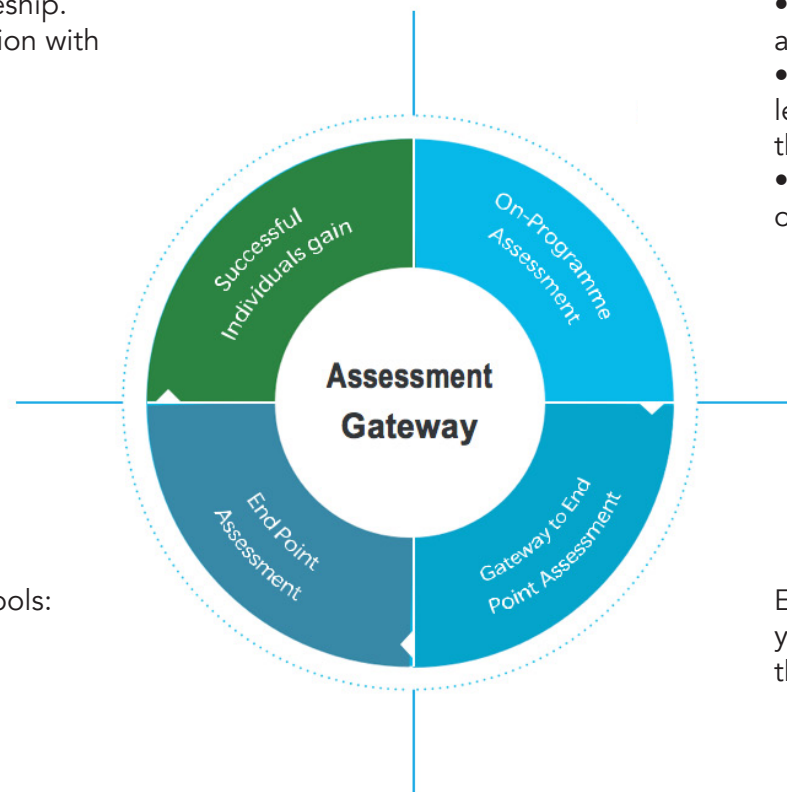
Assessment

This programme is made up of two main types of assessments; on-programme assessment and end point assessment.

The on-programme assessment will involve your employees and ourselves as your training provider. It will involve the development of a portfolio demonstrating learning and development activities with their application in the workplace. The ongoing assessment is through evidence of feedback within the ongoing development of the portfolio.

- An industry designed apprenticeship.
- Option for professional registration with relevant professional body.

- Regular assessment (involving employer and training provider).
- Development of a portfolio demonstrating learning and development activities with their application in the workplace.
- Through evidence of feedback within the ongoing development portfolio.



Involving a range of assessment tools:

- Portfolio Showcase
- Practical Observation
- Professional Discussion

Employer and Training Provider agree that your employees' meets the requirements of the Standard.



20% off-the-job Training

Our programme design facilitates off-the-job learning so we can support you to evidence the 20% off-the-job training requirements stated in the apprenticeship funding rules.

*Please note - These are just some of the examples of 20% off-the-job training, to discuss further please contact us on:

01257 278 131

Activity	Examples of valid off-the-job training
Classroom sessions / Lectures	Block or day release
Workshops and masterclasses	Interactive workshops involving employers
Simulation exercises	Business models
Online learning	On-line training modules and support materials
Shadowing	In work or new departments / locations
Coaching	Support from Line Managers / colleagues
Industry visits	Within sector or outside of the work roles
Writing assessments / assignments workbooks	Short exercises or long project reports
Numeracy and literacy training required to perform the job	English and Maths related to the job role
Preparing for professional discussion	In support of portfolio work or job-related
Gathering evidence for portfolio of evidence	Recording learning and training



A Career path from Mercia Partnership

Our programme design facilitates off-the-job learning so we can support you to evidence the 20% off-the-job training requirements stated in the apprenticeship funding rules.

Mercia Partnership Apprenticeship programmes are designed with career pathways, from GCSE level right up to attaining a degree.

We aim to give employees fundamental skills that allow high performers to progress in multiple directions – depending on their career aspirations and development opportunities in your business.





MERCIA PARTNERSHIP



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