

BPIF
BY THE
TRAINING

HIGHER
SALES
EXECUTIVE



BENEFITS

BENEFITS FOR EMPLOYERS

Benefits for employers include:

- Delivered digitally by an experienced team of trainers using government funding.
- Develop improved communication and interpersonal skills
- Develop greater strategic thinking
- Improved internal customer focus
- Increased motivation for delegates
- Visible commitment and investment for delegates
- Helps with career progression planning

BENEFITS FOR LEARNERS

Benefits for learners include:

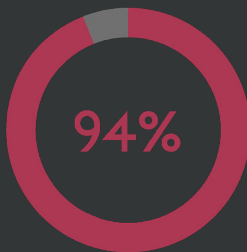
- Improved knowledge, skills and behaviours to improve performance
 - Help with career progression
 - Increased job satisfaction
 - Increased confidence
 - Raised profile within your organisation
 - Platform for further learning and progression
 - Recorded workshops that fit in around your working pattern
 - Connected learning tracked digitally by an online portfolio
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COURSE CONTENT & KEY THEMES

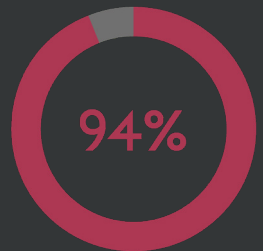
The course has been designed to cover a minimum 22 of the key areas of knowledge, skills and behaviours required to be an effective customer service specialist.

KEY THEMES INCLUDE:

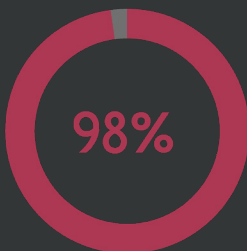
- ♦ Continuous professional development
- ♦ Time management
- ♦ Organisational, market & sector knowledge
- ♦ Customer knowledge
- ♦ Commercial acumen
- ♦ Customer experience management
- ♦ Propose & present solutions
- ♦ Sales planning & preparation
- ♦ Team working
- ♦ Ethics & integrity
- ♦ Negotiation & persuasion
- ♦ Overcoming objections



Of Employers felt that BPIF Training delivers training that is up-to-date, relevant and meets industry standards.



Of Apprentices felt that they received feedback that helped them to improve.



Of Apprentices would recommend BPIF Training to a friend.



Of Employers would recommend BPIF Training to another employer.



COURSE SUPPORT

The course consists of the following support:

- ♦ Planned online workshops and regular formal reviews
 - ♦ Bespoke programme to cater for slower and faster achieving learners
 - ♦ One-to-one sessions to meet the needs of individual learners
 - ♦ Specialist support for learners with special educational needs and/or disabilities
 - ♦ Helps with career progression planning
 - ♦ Telephone, email and video support - 5 days a week
 - ♦ Access to the Virtual Learning Environment (VLE) - 7 days a week
 - ♦ Access to the E-Portfolio System - 7 days a week
 - ♦ Access to the Maths and English E-Learning System - 7 days a week
 - ♦ Access to the BPIF Skills Hub E-Learning System - 7 days a week
 - ♦ An assigned personal tutor
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