



BPIF  
TRAINING

# INTERMEDIATE CUSTOMER SERVICE PRACTITIONER



# BENEFITS

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## 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:

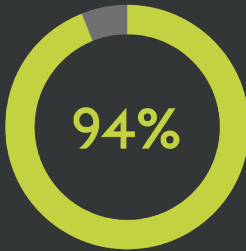
- Improved knowledge, skills and behaviours to improve performance
  - Help with career progression
  - Increased job satisfaction
  - Increased confidence
  - Raised profile within your organisation
  - Platform for further learning and progression
  - Recorded workshops that fit in around your working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

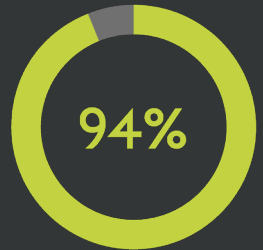
The course has been designed to cover a minimum 36 of the key areas of knowledge, skills and behaviours required to be an effective customer service practitioner.

## KEY THEMES INCLUDE:

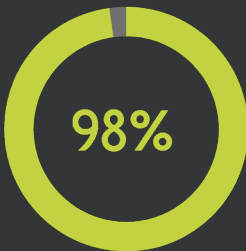
- ♦ Record and document production
- ♦ Dealing with orders
- ♦ Building relationships
- ♦ Communication
- ♦ Influencing
- ♦ Payments
- ♦ Behaviours
- ♦ Interpersonal skills
- ♦ Digital skills
- ♦ Legislation



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

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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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