



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:

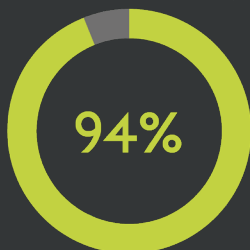
- Improved knowledge, skills and behaviours to improve performance
  - Help with career progression
  - Increased job satisfaction
  - Increased confidence
  - Raised profile within your organisation
  - Platform for further learning and progression
  - Recorded workshops that fit in around your working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

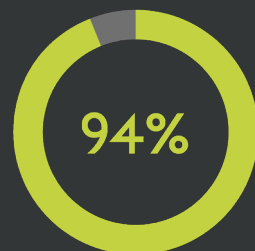
The course has been designed to cover a minimum 36 of the key areas of knowledge, skills and behaviours required to be an effective customer service practitioner.

## KEY THEMES INCLUDE:

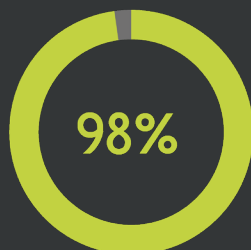
- ♦ Record and document production
- ♦ Dealing with orders
- ♦ Building relationships
- ♦ Communication
- ♦ Influencing
- ♦ Payments
- ♦ Behaviours
- ♦ Interpersonal skills
- ♦ Digital skills
- ♦ Legislation



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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## Meet the training team....



### Howie Blanks

I followed my father's footsteps into the printing industry via an apprenticeship and worked my way up via various management positions (pre-press, admin and latterly newspaper sales) within the publishing industry as well as managing others in the charity sector.

Academically, my print apprenticeship was a springboard to further education and I achieved a LS management qualification and an Open University Degree. I joined the BPIF in 2015, progressing to my current role of Apprenticeship Quality & Performance Manager - Business Skills.

Passing on my knowledge and engaging with others in the world of Business Skills is something that I find really motivating. I am also a keen cyclist, having cycled all over the world and a season ticket holder at Brighton & Hove Albion.



### Matthew Child

I originally studied journalism, but decided reprographics was more interesting and became a plate maker after leaving university.

I joined a large printing group and gained further experience in litho and gravure print and was with them for 16 years, 10 years as the Pre-Press Data Manager. I then went on to be a Continuous Improvement Manager, leading in various projects involving quality, health and safety and process efficiencies and expanded my knowledge of different finishing processes.

I have always pushed to educate myself further and achieved the MSc Management qualification in 2019. I also have a black belt in Lean Six Sigma and Prince2.

I joined the BPIF in 2018 and really enjoy the opportunity of supporting the future leaders of tomorrow achieve their goals in a wide range of industries.



### Steve Marriage

I began my journey in the 80's with an apprenticeship in printing studies. It turned out to be the perfect step for me. I had a great time learning practical skills along with the theory's and I made some great friends too.

After working my way into management, I took a level 3 management qualification and in 2015 I graduated in the first cohort of level 5 learners in the BPIF Graduate Management Programme, with a diploma in leadership and management.

Personal development is something that I am passionate about and I really enjoy being able to help the next generation of managers achieve their career goals.

In my spare time, I am a keen football fan and season ticket holder at my home town club - Colchester United. I also enjoy bit of field archery when I have the time.



### Murray Sale

I have worked in the printing industry for over 30 years. A career that has been predominantly in sales, I have built strong customer relationships, negotiated key contracts, assisted in company acquisitions, developed customer focus training strategies, sourced and implemented customer

relationship management software, sourced and implemented Management Information Software both of which have assisted and streamlined my businesses. I have a passion for business and I am enthusiastic about training the next generation of professionals in all sectors.

I am a naturally self motivated person and I have a constant desire to succeed. I have many hobbies, Martial Arts (Tang Soo Do), Running, Football (coaching, playing & watching), Philosophy as well as being a father to my 3 grown up children.



### Dominic Wing

An economics graduate from UEA, I was the principal project manager for one of Europe's largest environment projects during the mid to late 90's.

I was the co-creator of Fonebak, the World's First Mobile Phone Recycling Scheme (launched in 2002).

Fonebak Plc won the Queens Award for International Trade in 2005 and went on to become a £198m turnover company, with 4000 staff across 22 countries.

I trained as teacher in 2008 and later, as an NVQ assessor. I joined the BPIF Training team in 2011 recently becoming Curriculum Manager.

I have a love of sports and still play competitive 11-a-side football.

I also enjoy travelling, reading and watching films.



### Arun Madar Business Engagement Manager

Arun has been part of the apprenticeship industry for over 13 years in a wide range of positions, from managing and mentoring apprentices to service delivery, account management, and more recently business development to promote IT, Customer Service, Business and Childcare apprenticeships. Arun is proud of the numerous times she has successfully helped apprentices through their training to achieve their dreams.

Arun has always had a keen interest in print, having spent years ogling fabrics and designs in the local Asian shops where Arun grew up. Looking at sarees and material ignited a desire towards print. Now as the Business Engagement Manager at BPIF, she is one step closer to her goal.

In her spare time, Arun is developing her own training needs by studying part time as well as enjoying spending time with her daughters.

For further information on this or any of the courses we offer please contact Arun:

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