

A photograph of two call center agents, a woman and a man, sitting at their desks in a call center. They are both wearing headsets and looking at their computer monitors. The image has a green tint. In the top left corner, there is a logo for BPIF TRAINING. In the bottom left corner, there is large white text that reads 'INTERMEDIATE CUSTOMER SERVICE PRACTITIONER'.

BPIF
TRAINING

INTERMEDIATE CUSTOMER SERVICE PRACTITIONER



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:

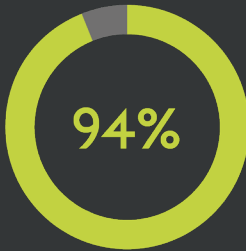
- ♦ Improved knowledge, skills and behaviours to improve performance
 - ♦ Help with career progression
 - ♦ Increased job satisfaction
 - ♦ Increased confidence
 - ♦ Raised profile within your organisation
 - ♦ Platform for further learning and progression
 - ♦ Recorded workshops that fit in around your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

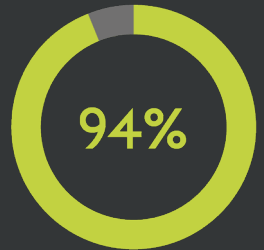
The course has been designed to cover a minimum 36 of the key areas of knowledge, skills and behaviours required to be an effective customer service practitioner.

KEY THEMES INCLUDE:

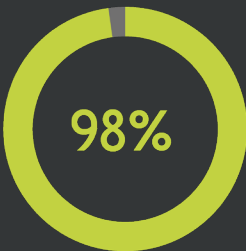
- ♦ Record and document production
- ♦ Dealing with orders
- ♦ Building relationships
- ♦ Communication
- ♦ Influencing
- ♦ Payments
- ♦ Behaviours
- ♦ Interpersonal skills
- ♦ Digital skills
- ♦ Legislation



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

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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