



skills for customer service

# Employer **guide**



**We care about finding the right apprentice for *your* business**

This short guide provides a step by step explanation about how an apprentice could help you in the customer service industry. We will tell you what's involved, what are the benefits and how it works, as well as giving you some information on Paragon Skills for Industry.

## Do you struggle to keep your staff's skills and qualifications up to date?

As an employer you know how crucial good customer relations are, particularly those in everyday contact with customers. In today's fiercely competitive world, staying ahead and standing out from the competition is vitally important. Businesses that lag behind in the development of staff skills risk customer dissatisfaction, inefficient practices and redundant skills.

An apprenticeship is an excellent opportunity for you to equip your staff with the right skills and with as little fuss as possible, giving you the confidence to run your business in the knowledge that your staff have received real, practical training.

## Do you find it hard to recruit new staff?

Recruiting new staff is not only a costly process, but it takes up a surprisingly large amount of time if you consider the time spent in assessing CVs and then the interview process. And then when you find someone that you feel will work well within your team, will they have the relevant qualifications?

## Worried about your bottom line?

With the ever increasing amount of red tape, it is often a challenge to remain focused on the key areas of running a business, and ultimately earning a living.



## How does it work?

## An apprentice could help



## Reduce your training and recruitment costs

Taking on an apprentice is more cost effective than hiring skilled staff, leading to lower overall training and recruitment costs, according to a recent survey. Apprenticeships deliver skills designed around your business needs. They also help develop the specialist skills you need to keep pace with the latest technology and working practices.

## Make your business more competitive

Apprenticeships deliver real returns to your bottom line. In a recent survey, the majority of employers said that apprenticeships helped them to improve productivity and to be more competitive. They are an extra resource for your business – and one that has been trained in delivering treatments and given the skills to promote additional services or products to clients. In the same survey 81% of employers said that employing apprentices generated higher overall productivity for their companies.

Your apprentice is with you in your workplace for the majority of the time, attending regular training sessions at a local Paragon Skills training centre, where they will cover theoretical knowledge, first aid and health and safety training.

They will be observed at work where most of the assessments are carried out, and will be supported by us with assignments and discussions.

The training, funded by the government, enables your apprentice to achieve:

## What our courses cover

### A Customer Service Apprenticeship includes:

- An NVQ in Customer Service at Level 2
- Key Skills in Communication and Application of Number at Level 1
- A Technical certificate in Customer Service or additional NVQ units

Technical Certificates focus on the knowledge and understanding that underpins the NVQ, and are provided through a programme of off-the-job training

Apprentices will also learn about Employment Rights and Responsibilities (ERR)

### An Advanced Apprenticeship includes:

- A Customer Service NVQ at Level 3
- Communication and Application of Number Key Skills at Level 2
- A Customer Service Technical Certificate at Level 3

You have a key role in developing your Apprentice's learning plan. We work with you to ensure that the Apprenticeship meets the needs of your business.

### Mandatory units of the NVQ include:

- Give customers a positive impression of yourself and your organisation
- Deliver reliable customer service
- Develop customer relations
- Resolve customer service problems

In addition you will select from a wide range of optional units in order to tailor the Apprenticeship to the requirements of your company.

“We are absolutely delighted with the comprehensive content of the course, the highly professional way in which the training is delivered and the results that have been achieved.”

Rachael Bradwick, assistant managing director at Fladden Fishing



## Why choose Paragon Skills for Industry?

Paragon Skills is one of the largest independent training providers in the UK. With superbly equipped skill centres and industry-qualified staff across the south west, Thames Valley and the Midlands, we have the experience and ability to meet your needs.

### Helping you find the right apprentice

We specialise in developing and training people to give them the practical skills they need to be productive employees. We will work alongside you to provide your business with the training and skills you need now and for the future.

### Work-based, flexible delivery

As a work-based training provider we offer a service that is tailored specifically to your company's requirements. Delivery of the training is flexible and for many qualifications can be completed entirely in the workplace. We will design a programme around your needs, delivered on your terms and at a time to suit you.

### Experienced, local assessors

All our assessors and tutors are industry experienced. They have worked in industry so they know the requirements and can offer advice as well as expertise.

### Superior levels of service

We pride ourselves in the levels of service we offer to all our customers. You will have a dedicated Training & Recruitment Advisor who will interpret your needs and be your first port of call. They will also act as a source of information regarding training in your industry.

### Furthermore

- We've been delivering apprenticeships since 1996
- We employ more than 300 people in 13 centres across the South West, Thames Valley and Midlands
- We train more than 5,000 people every year
- We are passionate about apprenticeships and work with more than 1,000 employers to ensure they are helping those businesses to become more successful
- By giving the apprentice the skills during the initial phase, they are able to help you as soon as they join your business

### Get in touch to find out more!

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