

A photograph of two call center agents, a woman and a man, both wearing headsets and working at their desks. The image is overlaid with a semi-transparent green filter. The woman is on the left, looking at a computer monitor. The man is on the right, also looking at a monitor and typing on a keyboard. The overall scene is a professional call center environment.

BPIF
TRAINING

ADVANCED CUSTOMER SERVICE SPECIALIST



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:

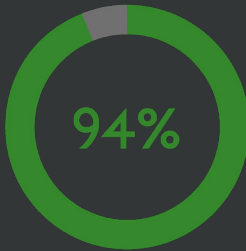
- Improved knowledge, skills and behaviours to improve performance
 - Help with career progression
 - Increased job satisfaction
 - Increased confidence
 - Raised profile within your organisation
 - Platform for further learning and progression
 - Recorded workshops that fit in around your working pattern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

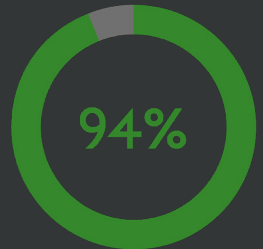
The course has been designed to cover a minimum 47 of the key areas of knowledge, skills and behaviours required to be an effective customer service specialist.

KEY THEMES INCLUDE:

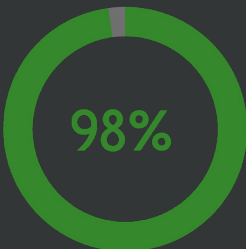
- ♦ Business understanding
- ♦ Customer journey knowledge
- ♦ Culture and environment awareness
- ♦ Business focused delivery
- ♦ Customer service performance
- ♦ Providing a positive customer experience
- ♦ Service improvement
- ♦ Brand and personal presentation
- ♦ Development of self
- ♦ Team working
- ♦ Ownership and responsibility



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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