

Course overviews of standards





Standard Overviews

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Business Administration

Level 3

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity - showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services.

Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The knowledge, skills and behaviours that the learner will develop as part of this programme are detailed below:

Knowledge (in-depth knowledge of the organisation and wider business environment)

The organisation

Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political / economic environment affects the organisation.

Value of their skills

Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.

Stakeholders

Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and / or suppliers. Liaising with internal / external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.

Relevant regulation

Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.

Policies

Understands the organisation's internal policies and key business policies relating to sector.

Business fundamentals

Understands the applicability of business principles such as managing change, business finances and project management.

Processes

Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solution-based approach to improve business processes and helping define procedures.

Understands how to administer billing, process invoices and purchase orders.

External environment factors

Understands relevant external factors e.g. market forces, policy and regulatory changes, supply chain etc. and the wider business impact. Where necessary understands the international / global market in which the employing organisation is placed.

Advancing key skills to support progression to management IT

Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem.

Able to update and review databases, record information and produce data analysis where required.

Record and document production

Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management.

Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.

Decision making

Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way.

Seeks advice of more experienced team members when appropriate.

Interpersonal skills

Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately.

Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.

Communications

Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department

Quality

Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging, or complex complaints and is a key point of contact for addressing issues.

Planning and organisation

Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel / accommodation.

Project management

Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.

Behaviours – role model behaviours and positive contribution to culture Professionalism

Behaves in a professional way

This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity - representing positive aspects of team culture, respectfully challenging inappropriate prevailing cultures.

Personal qualities

Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.

Managing performance

Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.

Adaptability

Is able to accept and deal with changing priorities related to both their own work and to the organisation.

Responsibility

Demonstrates taking responsibility for team performance and quality of projects delivered.

Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.

Once the programme of learning is complete and the learner, employer and trainer agree the necessary Knowledge, Skills and Behaviours have been met, learners will be put forward to the Assessment Gateway and this will trigger the End Point Assessment. This assessment will be carried out with an independent body to ensure the apprentice can demonstrate they have achieved the required standard, this will consist of the following:

Assessment Method	Weighting	Duration	To achieve a pass*	To achieve a Distinction*
Knowledge test - online multiple choice	20%	60 minutes	60-79%	80% +
Portfolio-based interview	40%	30-45 minutes	60-79%	80% +
Project / improvement presentation	40%	10-15 minutes	60-79%	80% +

* All assessment methods need to be passed

** The percentage scored for each of the Assessment methods is to be rolled up into an overall percentage to decide the grade for the apprenticeship using the weighting above.

Entry requirements

Organisations will set their own entry criteria and are more likely to select individuals with more advanced interpersonal skills, experience of working with customers in some capacity. Learners must achieve level 2 English and maths prior to taking the end point assessment.



Customer Service Practitioner Level 2

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. Learners may be the first point of contact and work in any sector or organisation type.

As a learner, you will need to demonstrate excellent customer service skills and behaviours as well as product and / or service knowledge when delivering to your customers. Customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

Knowledge

Knowing your customers

Understand who customers are and the difference between internal and external customers. Know the different needs and priorities of your customers and the best way to manage their expectations, recognizing and knowing how to adapt style to be highly effective

Understanding the organisation

Know the purpose of the business and what 'brand promise' means. Know your organisation's core values and how they link to the service culture.

Know your organisation's core values and how they link to the service culture. Know the internal policies and procedures, including any complaints processes and digital media policies that are relevant to you and your organisation.

Meeting the regulations and legislations

Know the appropriate legislation and regulatory requirements that affect your business. Know your responsibility in relation to this and how to apply it when delivering service.

Systems and resources

Know how to use systems, equipment and technology to meet the needs of your customers. Understand types of measurement and evaluation tools available to monitor customer service levels.

Your role and responsibility

Understand your role and responsibility within your organisation and the impact of your actions on others. Know the targets and goals you need to deliver against.

Customer experience

Understand how establishing the facts enable you to create a customer focused experience and appropriate response. Understand how to build trust with a customer and why this is important

Product & service knowledge

Understand the products or services that are available from your organisation and keep up-to-date.

Skills

Interpersonal skills

Use a range of questioning skills, including listening and responding in a way that builds rapport, determines customer needs and expectations and achieves positive engagement and delivery.

Communication

Depending on your job role and work environment:

- Use appropriate verbal and non-verbal communication skills, along with summarising language during face-to-face communications; and / or
- Use appropriate communication skills, along with reinforcement.
- Use an appropriate 'tone of voice' in all communications, including written and digital, that reflect the organisation's brand.

Dealing with customer conflict and challenge

Demonstrate patience and calmness. Show you understand the customer's point of view. Use appropriate sign-posting or resolution to meet your customers' needs and manage expectations. Maintain informative communication during service recovery.

Behaviours / Attitudes developing self

Take ownership for keeping your service knowledge and skills up-to-date. Consider personal goals and propose development that would help achieve them.

Being open to feedback

Act on and seek feedback from others to develop or maintain personal service skills and knowledge.

Team working

Frequently and consistently communicate and work with others in the interest of helping customers efficiently. Share personal learning and case studies with others, presenting recommendations, and improvement to support good practice.

Equality – treating all customers as individuals

Treat customers as individuals to provide a personalised customer service experience. Uphold the organisations core values and service culture through your actions.

Presentation – dress code, professional language

Demonstrate personal pride in the job through appropriate dress and positive and confident language. Use communication behaviours that establish clearly what each customer requires and manage their expectations.

“Right first time”

Take ownership from the first contact and then take responsibility for fulfilling your promise. Take ownership for keeping your service knowledge and skills up-to-date organisations core values and service culture through your actions.

Once the programme of learning is complete and the learner, employer and trainer agree the necessary Knowledge, Skills and Behaviours have been met, learners will be put forward to the Assessment Gateway and this will trigger the End Point Assessment. This assessment will be carried out with an independent body to ensure the apprentice can demonstrate they have achieved the required standard, this will consist of the following:

Assessment Method	Weighting	Duration	To achieve a pass*	To achieve a Distinction*
Apprentice Showcase (portfolio of evidence gathered throughout the qualification)	65%	After a minimum of 12 months on-programme learning	100%	Meet all of the pass criteria AND 70% of the distinction criteria
Practical Observation	20%	Minimum of 1hr	100%	Meet all of the pass criteria AND 70% of the distinction criteria
Professional Discussion	15%	1hr	100%	Meet all of the pass criteria AND 70% of the distinction criteria

Duration

The apprenticeship will take a minimum of 12 months to complete. Plus, an additional 3 months to complete the End Point Assessment.

Entry requirements

Apprentices will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their Apprenticeship.

Link to professional registrations

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level and maths prior to taking the end point assessment.



Customer Service Specialist Level 3

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and / or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

Knowledge

Business knowledge and understanding

Understand what continuous improvement means in a service environment and how your recommendations for change impact your organisation. Understand the impact your service provision has on the wider organisation and the value it adds. Understand your organisation's current business strategy in relation to customers and make recommendations for its future. Understand the principles and benefits of being able to think about the future when taking action or making service related decisions. Understand a range of leadership styles and apply them successfully in a customer service environment.

Customer journey knowledge

Understand and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience. Understand the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention. Understand the underpinning business processes that support you in bringing about the best outcome for customers and your organisation. Understand commercial factors and authority limits for delivering the required customer experience.

Knowing your customers and their needs / Customer insight

Know your internal and external customers and how their behaviour may require different approaches from you. Understand how to analyse, use and present a range of information to provide customer insight. Understand what drives loyalty, retention and satisfaction and how they impact on your organisation. Understand different customer types and the role of emotions in bringing about a successful outcome.

Understand how customer expectations can differ between cultures, ages and social profiles.

Customer service culture and environment awareness

Keep current, knowledge and understanding of regulatory considerations, drivers and impacts in relation to how you deliver for customers. Understand your business environment and culture and the position of customer service within it. Understand your organisation structure and what role each department needs to play in delivering Customer Service and what the consequences are should things go wrong. Understand how to find and use industry best practice to enhance own knowledge.

Skills

Business focused service delivery Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice. Resolve complex issues by being able to choose from and successfully apply a wide range of approaches. Find solutions that meet your organisations needs as well as the customer requirements.

Providing a positive customer experience

Through advanced questioning, listening and summarising negotiate mutually beneficial outcomes Manage challenging and complicated situations within your level of authority and make recommendations to enable and deliver change to service or strategy. Use clear explanations, provide options and solutions to influence and help customers make choices and agree next steps. Explore and interpret the customer experience to inform and influence achieving a positive result for customer satisfaction. Demonstrate a cost conscious mind-set when meeting customer and the business needs identifying where highs and lows of the customer journey produce a range of emotions in the customer.

Use written and verbal communication to simplify and provide complex information in a way that supports positive customer outcome in the relevant format.

Working with your customers / customer insights

Proactively gather customer feedback, through a variety of methods. Critically analyse, and evaluate the meaning, implication and facts and act upon it. Analyse your customer types, to identify or anticipate their potential needs and expectations when providing your service.

Customer service performance

Maintain a positive relationship even when you are unable to deliver the customer's expected outcome. When managing referrals or escalations, take into account historical interactions and challenges to determine next steps.

Service improvement

Analyse the end to end service experience, seeking input from others where required, supporting development of solutions. Make recommendations based on your findings to enable improvement. Make recommendations and implement where possible, changes in line with new and relevant legislation, regulations and industry best practice.

Behaviours / Attitude develop self

Proactively keep your service, industry and best practice knowledge and skills up-to-date. Consider personal goals related to service and take action towards achieving them.

Ownership / Responsibility

Personally commit to and take ownership for actions to resolve customer issues to the satisfaction of the customer and your organisation. Exercises proactivity and creativity when identifying solutions to customer and organisational issues. Make realistic promises and deliver on them.

Equality

Adopt a positive and enthusiastic attitude being open minded and able to tailor your service to each customer. Be adaptable and flexible to your customer needs whilst continuing to work within the agreed customer service environment.

Team working

Work effectively and collaboratively with colleagues at all levels to achieve results. Recognise colleagues as internal customers. Share knowledge and experience with others to support colleague development.

Presentation

Demonstrate brand advocacy, values and belief when dealing with customer requests to build trust, credibility and satisfaction. Ensure your personal presentation, in all forms of communication, reflects positively on your organisation's brand.

Duration

The apprenticeship will take a minimum of 13 months to complete depending on experience.

Entry requirements

Organisations will set their own entry criteria and are more likely to select individuals with more advanced inter- personal skills, experience of working with customers in some capacity. You must achieve level 2 English and maths prior to taking the end point assessment.

Link to professional registration

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.

Review

The apprenticeship should be reviewed after a maximum of 3 years.



Team leader / Supervisor Professional Development Level 3

The Team Leader / Supervisor Professional Development is a first line management role, with operational / project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. Learners will provide direction, instructions and guidance to ensure the achievement of set goals.

Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally. The knowledge, skills and behaviours that the learner will develop as part of this programme are detailed below.

Knowledge

Interpersonal excellence - managing people and developing relationships

Leading people

Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality diversity and inclusion.

Managing people

Understand people and team management models, including team dynamics and motivation techniques. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, recognising achievement and behaviour.

Building relationships

Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.

Communication

Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.

Organisational Performance - delivering results

Operational management

Understand how organisational strategy is developed. Know how to implement operational / team plans and manage resources and approaches to managing change within the team.

Understand data management, and the use of different technologies in business.

Project management

Understand the project lifecycle and roles. Know how to deliver a project including managing resources, identifying risks and issues, using relevant project management tools.

Finance

Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.

Personal Effectiveness – managing self

Awareness of self

Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence.

Management of self

Understand time management techniques and tools, and how to prioritise activities and approaches to planning.

Decision making

Understand problem solving and decision-making techniques, and how to analyse data to support decision making.

Skills

Interpersonal excellence – managing people and developing relationships

Able to communicate organisation strategy and team purpose, and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.

Managing people

Able to build a high-performing team by supporting and developing individuals and motivating them to achieve. Able to set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.

Building relationships

Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts. Able to input to discussions and provide feedback (to team and more widely) and identify and share good practice across teams.

Building relationships with customers and managing these effectively.

Communication

Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.

Organisational Performance – delivering results

Operational management

Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes. Able to adapt to change, identifying challenges and solutions. Ability to organise, prioritise and allocate work, and effectively use resources. Able to collate and analyse data, and create reports.

Project management

Able to organise, manage resources and risk, and monitor progress to deliver against the project plan. Ability to use relevant project management tools, and take corrective action to ensure successful project delivery.

Finance

Applying organisational governance and compliance requirements to ensure effective budget controls.

Personal effectiveness – managing self-awareness

Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.

Management of self

Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.

Decision Making

Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.

Takes responsibility

Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.

Inclusive

Open, approachable, authentic, and able to build trust with others. Seeks views of others.

Agile

Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responds well to feedback and need for change.

Professionalism

Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.

Once the programme of learning is complete and the learner and employer agree the necessary Knowledge, Skills and Behaviours / Attitude have been met, learners will be put forward to the Assessment Gateway and this will trigger the End Point Assessment. This assessment will be carried out with an independent body to ensure the learner can demonstrate they have achieved the required standard, this will consist of the following:

Assessment Method	Weighting	Pass	Merit	Distinction
Knowledge Test	30%	50%	60%	70%
Structured and competency based interview	30%	50%	60%	70%
Portfolio submission	20%	50%	60%	70%
Professional discussion of CPD activity	20%	50%	60%	70%

Duration

The learner will take a minimum of 12-18 months to complete. Plus an additional 3 months to complete the End Point Assessment.

Entry requirements

Learners will be required to have or achieve level 2 English and maths prior to completion of their Professional Development.

Link to professional registration

On completion, learners may choose to register as Associate members with the Chartered Management Institute and / or the Institute of Leadership & Management, to support their professional career development and progression.



Operations / Departmental Manager Level 5

Occupation

An operations / departmental manager is someone who manages teams and / or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring. Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

Entry requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Requirements: Knowledge, skills and behaviours

Knowledge

Operational management

Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs. Understand business development tools (e.g. SWOT), and approaches to continuous improvement. Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance. Knowledge of management systems, processes and contingency planning.

Understand how to initiate and manage change by identifying barriers and know how to overcome them. Understand data security and management, and the effective use of technology in an organisation.

Project management

Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management.

Finance

Understand business finance: how to manage budgets, and financial forecasting.

Interpersonal excellence

Leading people

Understand different leadership styles, how to lead multiple and remote teams and manage team leaders. Know how to motivate and improve performance, supporting people using coaching and mentoring approaches. Understand organisational cultures and diversity and their impact on leading and managing change. Know how to delegate effectively.

Managing people

Know how to manage multiple teams, and develop high performing teams. Understand performance management techniques, talent management models and how to recruit and develop people.

Building relationships

Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking.

Knowledge of collaborative working techniques to enable delivery through others and how to share best practice. Know how to manage conflict at all levels.

Communication

Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, and digital) and how to apply them appropriately.

Personal effectiveness

Self-awareness

Understand own impact and emotional intelligence. Understand different and learning and behaviour styles.

Management of self

Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks.

Skills

What is required (acquired and demonstrated through continuous professional development).

Organisational performance

Operational management

Able to input into strategic planning and create plans in line with organisational objectives. Support, manage and communicate change by identifying barriers and overcoming them. Demonstrate commercial awareness, and able to identify and shape new opportunities.

Creation and delivery of operational plans, including setting KPIs, monitoring performance against plans. Producing reports, providing management information based on the collation, analysis and interpretation of data.

Project management

Plan, organise and manage resources to deliver required outcomes. Monitor progress, and identify risk and their mitigation. Able to use relevant project management tools.

Finance

Able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach / recommendations accordingly.

Interpersonal Excellence

Leading people

Able to communicate organisational vision and goals and how these to apply to teams. Support development through coaching and mentoring, and enable and support high performance working. Able to support the management of change within the organisation.

Managing people

Able to manage talent and performance. Develop, build and motivate teams by identifying their strengths and enabling development within the workplace. Able to delegate and enable delivery through others.

Building relationships

Able to build trust, and use effective negotiation and influencing skills and manage conflict. Able to identify and share good practice, and work collaboratively with others both inside and outside of the organisation. Use of specialist advice and support to deliver against plans.

Communication

Able to communicate effectively (verbal, non-verbal, written, digital) and be flexible in communication style. Able to chair meetings and present using a range of media. Use of active listening, and able to challenge and give constructive feedback.

Personal effectiveness

Self-Awareness

Able to reflect on own performance, working style and its impact on others.

Management of self

Able to create a personal development plan. Use of time management and prioritisation techniques.

Decision making

Takes responsibility

Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations. Seeks new opportunities.

Inclusive

Open, approachable, authentic, and able to build trust with others. Seeks the views of others and values diversity.

Agile

Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responding well to feedback and need for change. Open to new ways of working.

Duration

Typically this Apprenticeship will take 2 ½ years.

Qualifications

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Progression

On completion, apprentices can register as full members with the Chartered Management Institute and / or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

Level

Level 5.



About Impellam Group

As a recruitment consultancy and training provider our vision is to be the best, everywhere, all the time. This is achieved through a promise-based management style which is fulfilled by an ambitious and collaborative group who transform the staffing industry through our own desire for betterness.

Our values provide a strong platform to deliver the best possible service to our clients, learners, candidates and each other through innovation, best practice and continuous improvement.

We deliver apprenticeship training for office professionals, upskilling your existing workforce aligned to the operational goals of your business. Our recruitment expertise can assist you with hiring temporary and permanent office support and office professional staff, in addition to hiring new apprentices.

This allows us to become fully engaged in your people retention strategy by helping employees develop their skills so they can take pride in their career, which results in increased productivity and reduced attrition. We can help and guide you on how best to spend the money in your levy pot, so upskilling your staff, wont cost a thing.

If you are interested in hearing more, if that be about the courses or questions around using your levy pot, please get in touch with your local Tate branch or our Head of Apprenticeships, Charlotte Jackson.



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