



Business Services Apprenticeships

 **RNN** GROUP

Our Business Services Apprenticeships

Our business service apprenticeships have been designed in collaboration with key business service employers to ensure they provide the skills, knowledge and behaviours that the industry needs.

Our apprenticeships develop skills including high quality customer service and can reduce staff recruitment costs whilst helping your business retain valued staff. We are a key provider to both national employers and small businesses and have a proven track record of understanding a variety of business needs for providing effective apprenticeships.

We tailor our approach and collaborate with you to ensure a delivery that is engaging for staff, teaches up-to-date methods and creates a culture of excellence.

Through our university level apprenticeships, we provide access to the latest industry approaches to a variety of business functions, such as customer service and project management, whilst sharing best practice for managers to create cohesive and effective teams.

We work with you to assure that your apprentice receives tailored training suited to your business needs whilst incorporating your organisation's unique culture.

Our values-based recruitment model finds the right fit for you and our selection events make sure that your apprentice has the right attitude to provide an effective and positive impact.

Our Business Services Apprenticeships*
286,400 jobs in business and accounting in the East Midlands and Yorkshire and Humber region

How many jobs are predicted?*

Cost Accountant
Jobs 2016 14,718
Jobs 2024 16,3

*Annual Population Survey - regional - employment by occupation
Apr 2018-Mar 2019, ONS LMI For ALL, Working Futures 2014-2024,
UKCES (Yorks & Humber region)



Business Services Apprenticeships and Courses

Customer Service Practitioner Level 2 (13 months)

Course Overview

The role of a customer service practitioner is to deliver high quality services to the customers of their organisation, ultimately influencing the customers experience with your organisation.

These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Course Content

During the apprenticeship, your employee will study and understand the skills, knowledge and competencies for the following mandatory units:

- Your Roles and Responsibilities, Systems and Resources and Personal Organisation
- Knowing your Customer, Right First Time, Customer Experience and Understanding your Organisation
- Developing Self and Being Open to Feedback
- Meeting Regulations and Legislations and Communication
- Product and Service Knowledge and Interpersonal Skills
- Dealing with Customer Conflict and Challenges and Influencing Skills
- Equality - Treating all Customer as Individuals and Presentation
- Marketing

Please Note

If your apprentice doesn't hold a GCSE C/4 or above in English and maths, they may also be required to study a Level 2 Functional Skills qualification.

Apprenticeship Overviews

Customer Service Practitioner Level 2 (13 months)

Qualifications	NVQ Level 2 Diploma in Customer Service
Suitability	Learners wanting to begin their career in the customer service industry.
Place of Study	Work-based

Business Administrator Level 3 (15 months)

Course Overview

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike across the public, private and charitable sectors.

The role may involve working independently or as part of a team and will include developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support progression towards management responsibilities.

Course Content

During the apprenticeship, your employee will study and understand the skills, knowledge and competencies for the following mandatory units:

- IT packages and systems
- Record and document production
- Decision making skills
- Interpersonal skills
- Communications
- Quality assurance
- Planning and organisation
- Project management
- Knowledge of the organisation and wider business environment
- Managing stakeholder relationships
- Relevant regulation and internal policies
- Business fundamentals.

Please Note

If your apprentice doesn't hold a GCSE C/4 or above in English and maths, they may also be required to study a Level 2 Functional Skills qualification.

Business Administrator Level 3 (15 months)

Qualifications	NVQ Level 3 Diploma in Business Administration
Suitability	Learners wanting to develop their administration and communication skills.
Place of Study	Work-based.

Training Costs

Costs are dependant on employer size. Speak with your Skills Consultant for further details or call us on 01709 513147.

Business Services Apprenticeships and Courses

Team Leader

Level 3 (15 months)

Course Overview

A Team leader is a first line management role, with responsibilities that may include managing a team or project with a defined outcome. They 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.

Course Content

During the apprenticeship, your employee will study and understand the skills, knowledge and competencies for the following mandatory units:

- Management of Self
- Presentation, Questioning and Discussion Skills
- Building Relationships
- Principles of Leading and Managing People
- Operational Management
- Project Management
- Finance
- Awareness of Self
- Managing and Leading People

Please Note

If your apprentice doesn't hold a GCSE C/4 or above in English and maths, they may also be required to study a Level 2 Functional Skills qualification.

Apprenticeship Overviews

Team Leader

Level 3 (15 months)

Qualifications	NVQ Level 3 Diploma in Team Leading
Suitability	Learners wanting to develop their managing skills and gain industry knowledge on a management role.
Place of Study	Work-based

Departmental or Operations Manager Level 5 (21 months)

Course Overview

An Operations or departmental manager manages teams and/or projects. They achieve operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. 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.

Course Content

During the apprenticeship, your employee will study and understand the skills, knowledge and competencies for the following mandatory units:

- Operational Leadership
- Communication and Awareness of Self/Others
- Developing, Managing and Leading Individuals/Teams
- Managing Stakeholder Relationships
- Operational Management
- Managing Projects
- Managing Change
- Management of Self and Decision Making
- Managing Finance
- Operational Planning
- Managing People

Please Note

If your apprentice doesn't hold a GCSE C/4 or above in English and maths, they may also be required to study a Level 2 Functional Skills qualification.

Departmental or Operations Manager Level 5 (21 months)

Qualifications	NVQ Level 5 Diploma in Departmental/Operations Management
Suitability	Learners wanting to further develop their management skills.
Place of Study	Work-based.

Training Costs

Costs are dependant on employer size. Speak with your Skills Consultant for further details or call us on 01709 513147.

What our Current Employers and Apprentices Say

My apprenticeship experience and my time at the Chamber has opened up numerous opportunities for me. I have acquired new skills, knowledge and overall grown as a person.

The experience has provided me with a permanent position, in which I can make use of my skill set and has encouraged me to assume a career within events.

Apprentice

Since Elle started with us, she has been a breath of fresh air. We have thoroughly enjoyed watching Elle come out of her shell, go from strength to strength and really soar not just in her role but as a person. We are delighted with her progression, and she has been a fantastic addition to the business.

Employer



Training Costs

Costs are dependant on employer size. Speak with your Skills Consultant for further details or call us on 01709 513147.



Get In Touch

We match our employer network with hundreds of hardworking apprentices every year.

Our apprenticeship Recruitment Officers are experts when it comes to pairing the right candidate with the right employer. Our team of Skills Consultants can provide a free skills check of your organisation. They will help you take advantage of funding opportunities to maximise your return on investment.

North Nottinghamshire Office

Carlton Road
Worksop
Nottinghamshire
S81 7HP
01909 504777

South Yorkshire Office

Eastwood Lane
Rotherham
South Yorkshire
S65 1EG
01709 513147

apprenticeshipenquiries@rnngroup.ac.uk

Please note our phone lines are open 8.30am – 5.00pm Monday to Friday.



**Rotherham College
North Notts College
Dearne Valley College
and
University Centre Rotherham**

Part of
RNN GROUP