

poultec

the training specialists

*Customer Service
Training*

Customer Service



Tel: 01362 850983 www.poultec.co.uk Email: enquiries@poultec.co.uk



Apprenticeships

Customer Service Apprenticeships

Poultec has a track record of successfully delivering Apprenticeships for more than 10 years. Not only can we deliver the training required but we can also assist the employer in the recruitment of the Apprentice. Poultec offers both the Level 2 Intermediate Apprenticeship and the Level 3 Advanced Apprenticeship which includes the following qualifications;

Level 2 Intermediate Apprenticeship

- Level 2 NVQ Certificate in Customer Service
- Level 1 Functional Skills English & Maths

Level 3 Advanced Apprenticeship

- Level 3 NVQ Diploma in Customer Service
- Level 2 Functional Skills English & Maths

in Customer Service



NVQ's in Customer Service

Poultec offers the NVQ in Customer Service at both Level's 2 and 3. Units within the NVQ are selected to ensure that they fit around the learner's workplace and are selected in consultation with both the employer and the learner. The NVQ is delivered at the learner's place of work to minimise disruption and portfolio work is generated in an on-line format.

Units available include;

- Understand the Processes Designed to Make Customer Service Effective
- Support their Team or Organisation
- Telephone Skills
- Dealing with Customers Face to Face

NVQ's

in Customer Service

Specific Short Courses

Customer Service Specific Short Courses

Poultec offers a range of short courses which are designed to complement our Apprenticeship and NVQ programmes. The content can be bespoke to your own organisation's requirements, to ensure that the course is relevant to your own procedures and practices.

These courses can be delivered at our premises or at any other suitable location;

- Communication Skills
- Confidence Building
- Professional Effectiveness



in Customer Service

Traineeships

Customer Service Traineeships

A Traineeship is a programme to support young people moving from education onto an Apprenticeship or into employment. The programme is aimed at 16-19 year olds who are not employed and have little work experience but are focused on gaining employment.

The Traineeship is tailored but typically could include a selection of;

- Level 1 Award in Employability Skills
- Functional Skills in Maths and English

HELP

in Customer Service

Other Services

Poultec offers a range of services for employers which are tailored to complement our core training delivery. These include;

Consultancy

Poultec's team of Customer Services specialists are able to offer advice, guidance and assistance in developing practical resources in areas such as;

- Policy Development / Procedure Manuals
- Preparation for Audits / Compliance
- Staff Development Programmes

Team Building

Poultec offers a suite of team leading courses designed to challenge the individual as well as the group as a whole. Facilities include

- High Ropes
- Segways
- Climbing Wall
- Archery
- Bocarts and more...

Mobile Learning Vehicles

Poultec has invested in three training vehicles, enabling our tutors to take state-of-the-art learning and support facilities to any location. Each vehicle is a tailor-made learning environment, which can also be used for a variety of other purposes.

- **The IT Vehicle** is ideally suited for delivering IT based training in both the community and the workplace and contains high specification laptop computers which provide workstations for ten students and one tutor.
- **The Hospitality Vehicle** is a fully-functioning commercial kitchen on wheels.
- **The Information Vehicle** has been developed as a resource for providing information advice and guidance but can also double as a classroom or mobile office / meeting room.



Training is available in... | Business & Administration | Butchery | Customer Service
| Contact Centre | Engineering | Food & Drink Manufacturing | Hair & Beauty
| Hospitality & Catering | Information Technology | Leadership & Management
| Poultry Production | Retail | Warehousing

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Main Centre: South Green Park, Mattishall, Dereham, Norfolk, NR20 3JY