

# 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 training 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...



*Training is available in...* | Agriculture/Poultry Production | Business Administration | Butchery | Customer Service | Dental | Employability Skills | Engineering | Equine | Fitness | Food Manufacturing | Hairdressing & Barbering | Hospitality & Catering | IT | Management | Recruitment | Retail | Speedway | Warehousing

**poultec**  
the training specialists

## *Customer Service Training*

## *Customer Service*



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# Apprenticeships



## Customer Service Apprenticeships

Poultec has a track record of successfully delivering Apprenticeships for more than 20 years. Not only can we deliver the training required but we can also assist the employer in the recruitment of the Apprentice. Poultec offers Apprenticeships for people who are just starting their career and for people who already work within a customer service role. Our qualifications include the following;

### Level 2 Customer Service Practitioner Apprenticeship Standard

- Level 2 Diploma for Customer Service Practitioners
- Level 1 Functional Skills English and Maths

### Level 3 Customer Service Specialist Apprenticeship Standard

- Level 3 Diploma for Customer Service Specialists
- Level 2 Functional Skills English and Maths

The final part of the Apprenticeship is an independent End Point Assessment consisting of an apprentice showcase, a practical observation, a professional discussion for level 2 or a practical observation, a work based project and professional discussion for level 3.

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## Level 3 Diploma for Customer Service Specialists

This qualification is aimed at people who already work in a customer facing role and are wanting to develop their skills and knowledge further.

It includes monthly taught sessions, workplace visits and is flexible and tailored specifically to the needs of the employer and learner.

- Developing self
- Customer service legislation, regulation, policies and procedures
- Effective team working
- Brand, image and reputation
- Business knowledge and understanding in a customer service environment.

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## Level 2 Diploma for Customer Service Practitioners

This qualification is aimed at people who are just starting their career within a Customer Service/Administration role. This course includes monthly taught sessions and is flexible and tailored specifically to the needs of the employer and learner. Units include;

- Developing self to achieve targets and goals
- Principles of business
- Contribute to a customer focused experience
- Provide customer service
- Manage customer expectations
- Working in an administrative environment

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## Specific Short Courses

Poultec offers a range of short courses which are designed to complement our Apprenticeships. The content can be bespoke to an organisations requirements to ensure that the course is relevant to specific procedures and practices. These courses can be delivered at our premises, at any other suitable location and remotely.

- Communication Skills
- Confidence Building
- Professional Effectiveness

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