



# The Entry-Level Apprenticeship Academy

Fully-funded apprenticeship opportunities in Customer Service, Business Administration, and Team Leadership.





Engaging, interactive and varied

### Apprenticeship Delivery



#### **Group Sessions**

Live and interactive in-person or virtual (Closed cohorts for KRFT)



Working alongside a mentor in the workplace



1-1 Monthly sessions with Remit development coach



Self-study/assignments fuse

Using our LXP for interactive, multi-media-based curriculum designed by experts



Monthly progress reviews

To ensure apprentice is making timely and meaningful progression

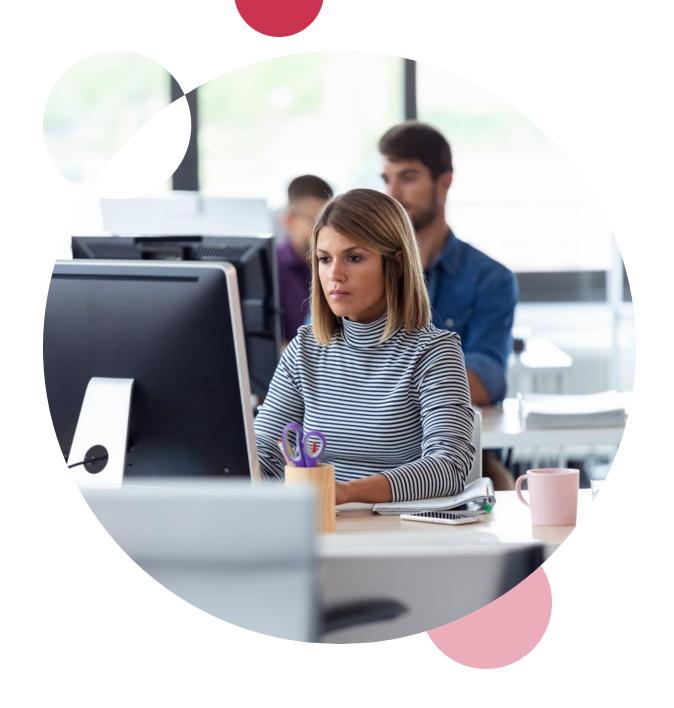


Functional skills maths and English (if applicable)



## Blended Learning





#### **Functional Skills**

Functional Skills in English and Maths will still be available as part of the programme to support those who need it, even where it's not compulsory.

- For those who don't have Level 2 English and maths
- Level 2 apprentices need to complete a minimum of a level 1 qualification
- Level 3 apprentices need to complete a minimum of a level 2 qualification

Apprentices will be supported by Remit's Specialist Functional Skills Team to prepare you to complete all your exams by month 9.







Aspiring or newly appointed team leader or supervisor

## Team Leader Level 3





#### Team Leader Level 3

12 Months + 3 Months EPA



### Leadership & People Management



### Digital & Strategic Insight

- Building a High-Performance Team
- Leading People and Managing People
- Cultivating Relationships

- Navigating Transitions & Digital Insights
- Social & Economic Landscape



#### **Operational Excellence**



#### **Self-Awareness**

• Project & Financial Precision

- Management of self
- Decision making







## Business Administrator Level 3





### Business Administrator Level 3

12 Months + 3 Months EPA



## Business & Organisational Understanding

- Understanding Organisations
- Business Fundamentals
- External Environmental Factors



#### People, Teams & Communication

- Stakeholders
- Stretch & Challenge: Supporting Teams
- Stretch & Challenge: Communication & Negotiation



#### Policies, Legislation & Principles



#### Personal Development & Processes

- Legislation
- Policies
- Stretch & Challenge: Business Principles

- Self-Evaluation
- Processes
- EPA Readiness



Anyone working in 'customer-facing' roles

# Customer Service Practitioner Level 2





# Customer Service Practitioner Level 2

12 Months + 2 Months EPA



#### Foundations and Orientation

Introduction to the program, understanding the organization and customers, and getting things right from the start.



#### Personal and Professional Growth

Developing self-awareness, managing priorities, and embracing feedback for growth.



#### **Tools and Processes**

Understanding internal systems, evaluating progress, and complying with external standards.



#### **Collaboration and Communication**

Working effectively with others, understanding offerings, and communicating clearly.



Anyone working in 'customer-facing' roles

## Customer Service Specialist Level 3







12 Months + 3 Months EPA



### Personal Development & Leadership



#### Communication & Teamwork

- Self Development
- Decision Making in Leadership
- Balancing Needs

- Effective Communication
- Team Working
- Understanding your Organisation



## Customer Understanding & Commitment

- Understanding your Customer
- Delivering on Customer Commitment
- Identifying Customer Service Change



#### Service & Change Management

• Managing Customer Service Change





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Thank you! Any questions?

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