

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

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



Digital & Strategic Insight

- Navigating Transitions & Digital Insights
- Social & Economic Landscape



Operational Excellence

- Project & Financial Precision



Self-Awareness

- Management of self
- Decision making



Level 3 Diploma



Anyone working in an admin or supporting role in any department

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

- Legislation
- Policies
- Stretch & Challenge: Business Principles



Personal Development & Processes

- 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





Customer Service Specialist Level 3

12 Months + 3
Months EPA



Personal Development & Leadership

- Self Development
- Decision Making in Leadership
- Balancing Needs



Communication & Teamwork

- 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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