

# EDUCATIONWISE ACADEMY



south  
west  
contact  
centre  
forum



CALL  
NORTH  
WEST

EDUCATIONWISE  
ACADEMY

## INTRODUCING THE PARTNERSHIPS

South West Contact Centre Forum & Call North West are delighted to be working in partnership with Educationwise Academy & MyBrightside to offer funded training packages to support the development and growth of your workforce in customer service, sales & leadership.

SWCCF & CNW want to provide the opportunity for our network to give your employees the opportunity to be invested in a training plan that enables them to increase their knowledge and skills, which will enhance their productivity and value to your business. We have chosen to work with both Educationwise and MyBrightside to give you the best opportunity for your staff to be invested in high-quality training programmes and opportunities to progress with their personal development plans linked to the business needs.

## WHO ARE EDUCATIONWISE?

Educationwise Academy are an approved training provider offering a variety of training programmes which include apprenticeships, traineeships and accredited vocational qualifications to support businesses with the development of their workforces. Educationwise Academy work in multiple sectors including leadership, sales and customer service in offering training solutions to deliver high-quality teaching and learning to further the skills and knowledge of employees.

## BENEFITS TO YOU

You are able to invest in current and new staff through a 95-100% funded programme that is linked to professional standards and qualifications. All programmes have been created by employers similar to you who see the need to invest and upskill their current and new workforce members. On top of this, when you recruit any new staff who enrol onto a funded training programme it enables your business to receive a direct government grant of up to £4,000 per learner.

Apprenticeships are available for non levy and levy funded business, levy businesses will be able to use the apprenticeship levy within their digital Apprenticeship Service (DAS) account, if they run out of funds, the government will then fund 95% of the program and they would just need to pay the additional amount for the program (this amount is varied depending on the program). Non levy businesses can setup a DAS account and can have 10 apprentices added per year to their account, again the government will fund 95% and the non levy employer will be expected to pay only 5% of the funding for the program.

Also all programs are available for new staff and current staff, the only change is the current incentive for taking on a new apprentice whose contract starts between April 2021 and September 2021 they would receive £3,000 per apprentice.

[www.educationwisegroup.co.uk](http://www.educationwisegroup.co.uk)

## BENEFITS TO EMPLOYER

- New talent into your business – Train your workforce of tomorrow
- Opportunity to upskill new and current staff – Staff Retention
- Better Trained Staff therefore Better Results
- Remote Learning Program
- Better Customer Interaction Increasing Customer Loyalty
- Aid business recovery after impact of COVID

## INCENTIVES

Employer Incentive Grants are available until September 2021 on all **new** apprenticeship vacancies.

Age of apprentice	Current incentive	New incentive	Total paid to you
16-18	£1,000	£3,000	£4,000
19-24	N/A	£3,000	£3,000
25+	N/A	£3,000	£3,000

## CUSTOMER SERVICE SPECIALIST (Level 3)

### OVERVIEW

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service.

Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

### WHO IS THIS APPRENTICESHIP FOR?



New hires



Aspiring staff in other  
roles



Existing staff in the role

### HOW MUCH DOES IT COST?

This apprenticeship can be funded through your apprenticeship levy or funded partly through the SME's Digital Apprenticeship Service Account.

**SMEs 95% Funded**  
£200 per person

**Levy Funded**  
£4,000 per person

## SALES EXECUTIVE (Level 4)

### OVERVIEW

A Sales Executive is a sales person working in either the Business to Business or Business to Consumer markets with responsibility to sell a specific product line or service. They plan their sales activities, lead the end-to-end sales interaction with the customer and manage their sales internally within their organisation. They will be responsible for retaining and growing a number of existing customer accounts, and generating new business by contacting prospective customers, qualifying opportunities and bringing the sales process to a mutually acceptable close. Typically, a Sales Executive will deal with a single point of contact for each sale, and will present a preconsidered value proposition. The entire sales process may be completed during a single customer 'conversation', or over a series of interactions.

A Sales Executive understands their organisation's product(s) or service(s) in detail, and is an expert at analysing customer needs and creating solutions by selecting appropriate product(s) or service(s), linking their features and benefits to the customer's requirements.

### WHO IS THIS APPRENTICESHIP FOR?



New hires



Aspiring staff in other  
roles



Existing staff in the role

### HOW MUCH DOES IT COST?

This apprenticeship can be funded through your apprenticeship levy or funded partly through the SME's Digital Apprenticeship Service Account.

**SMEs 95% Funded**  
£300 per person

**Levy Funded**  
£6,000 per person

## TEAM LEADER (Level 3)

### OVERVIEW

A Team Leader will manage people and projects. In terms of projects, managing, planning, monitoring workloads and resources, delivering operational plans and resolving problems are all key factors. For team supervision, the Team Leader will support, manage and develop team members through building relationships both internally and externally. In the absence of management, the Team Leader may be required to cover managerial duties and may also be responsible for hiring and training staff.

This standard is ideal for new employees who want to learn and progress, or for existing employees who are looking to retrain or upskill. It is ideal for an employee who is looking to develop leadership skills in their industry. Specific job roles include; Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

### WHO IS THIS APPRENTICESHIP FOR?



New hires



Aspiring staff in other  
roles



Existing staff in the role

### HOW MUCH DOES IT COST?

This apprenticeship can be funded through your apprenticeship levy or funded partly through the SME's Digital Apprenticeship Service Account.

**SMEs 95% Funded**  
£225 per person

**Levy Funded**  
£4,500 per person

## BLENDDED LEARNING APPROACH



### Face to face masterclasses

In-person group learning - This provides learners with a chance to meet and interact with other learners whilst being guided through a masterclass with our experts.



### Online portfolio

Learning can be completed from their phone. They can learn anywhere, at any time, in bite size chunks.



### Assessments

Tests their ability to retain and understand the learning - Through this they can gain a further qualification and commit their learning to long-term memory.



### Virtual workshops

Live group learning - This is exciting training where learners can work with amazing trainers, share their views, ask questions, engage in interactive learning and learn from peers.



### Learning forums

Learners can learn from and help their peers, discuss the learning, find extra support, networking and hear different points of view.



### Skills coaching

This is a dedicated coach whose focus is to help learners implement the learning to meet the apprenticeship standards.



### ELIGIBILITY CRITERIA

- Be employed at start of apprenticeship
- Paid at least apprenticeship wage, can be paid more
- Committed to a minimum of 12 months
- Not achieved a qualification equivalent or higher within the program undertaken
- Programmes available from Level 2 to Level 7
- Everyone is eligible for some form of apprenticeship

### FUNDING CRITERIA

- SME – 95% of funding provided by the government
- Large Employers – Use Apprenticeship Levy Funds

## OUR ROLE AS A TRAINING PROVIDER

1

### Register of Interest

- **Register with us** for any apprenticeship you wish to apply for

2

### Application

- Support the applications that come through via job sites
- Screen and pass on suitable candidates for the roles

3

### Recruitment and Selection

- Agree Recruitment Strategy with Employer
- Arrange interviews with suitable applicants
- Employer selects candidates and passes onto us to enrol

4

### Enrolment

- Successful applicant completes **enrolment form** and placed with employer and individual learning plan

5

### Progression Opportunities

- Further support for applicants to progress onto apprenticeships

# EDUCATIONWISE ACADEMY



## WHAT TO DO NEXT...

For more information please contact us at [info@education-wise.org](mailto:info@education-wise.org) or apply directly using the link below:

**[BUSINESSES CONNECT NOW!](#)**

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