

PROGRAMME

BROCHURE

THE SOCIETY OF TICKET AGENTS & RETAILERS



**SECURE
TICKETS** *from*
**AUTHORISED
RETAILERS™**

IN PARTNERSHIP WITH



OVERVIEW

STAR has arranged with TLC for training for existing staff members in a variety of areas such as customer service, health and safety, improving existing skills.

Training always takes place on your premises and timetables are designed to suit your requirements.

For any organisation with less than 50 employees, and a wage bill of less than £3million, all training is fully funded. If you have in excess of 50 employees, or a £3million wage bill, this STAR/TLC affiliation can discuss with you the funding options available to work with you in using the training funds you have available.

THE TRAINING PROGRAMME

TLC deliver an embedded delivery model that will contextualise all your business's learning and development goals and business values into each apprenticeship, creating a bespoke, fit for purpose, training package that will provide an internal training programme that is delivered and assessed by an external provider.



FULL
PARTNERSHIP



SUPPORT &
MENTORING



FUNDING
MANAGEMENT



REPORTS &
PERFORMANCE
MONITORING



RETURN ON
INVESTMENT

PLANNING AND EVALUATION

Following initial discussions to ascertain the gaps within your business, TLC will undertake a full training needs analysis with your management teams and employees to provide you with a course plan for your business, as well as individual learning plans for each learner. All training is conducted onsite with minimal disruption to normal service. Hours spent with your learners will vary depending on their current baseline knowledge. All training courses ensure delivery of a minimum of **20%** new skills to each learner on the programme.

FUNDING

I HAVE LESS THAN **50**
EMPLOYEES AND A SALARY
BILL LESS THAN **£3m**



UP TO **100%** FUNDING FROM
THE GOVERNMENT FOR ALL
EXISTING EMPLOYEES TO
UNDERTAKE AN APPROPRIATE
TRAINING PROGRAMME

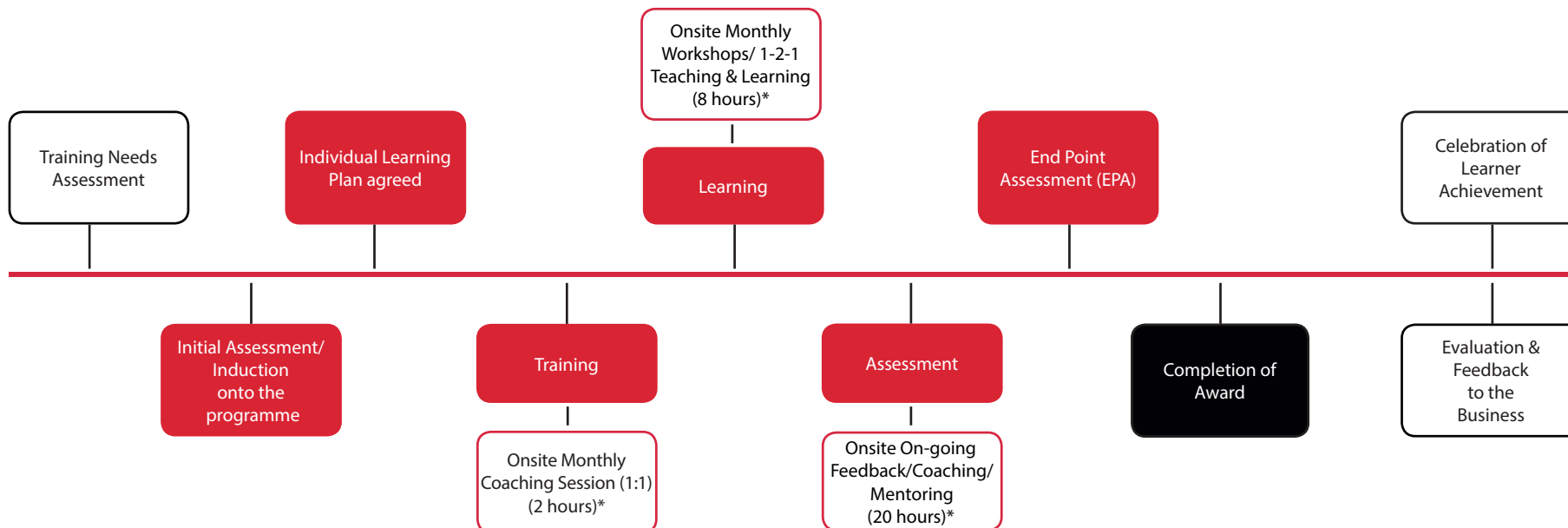


SELECT COURSE &
USE FUNDING FOR
EXISTING STAFF

PROGRAMME OVERVIEW

PROGRAMME DELIVERY

TLC are flexible to the needs of your business and as such, all training programmes are delivered on site to ensure learners are engaged within their normal place of work during their normal working hours. The delivery comprises of a variety of methods including coaching, mentoring and training surrounding the learning outcomes of the programme, in line with your business requirements. To ensure your business is not disrupted during the programme, assessments will be conducted during their normal working hours and our team of expert assessors conduct a variety of assessments including observations, question and answer sessions and professional discussions to build a showcase portfolio to demonstrate learning. Learners, unless they are able to evidence equivalence, are required to complete Maths and English Functional Skills assessments as part of the programme to utilise funding available.



*Maximum in-house learning hours; subject to reduction following learner skills analysis.

CUSTOMER SERVICE LEVEL 2

CUSTOMER SERVICE PRACTITIONER

The role of a customer service practitioner is to deliver high quality services. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through on-going workplace assessment. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Your actions will influence the customer experience and their satisfaction with the business. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You will provide service in line with your companies customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

KEY AREAS:



1. Customer Experience



2. Dispute Resolution



3. Selling with Integrity

12
MONTHS

£4,000

*

Customer Service Practitioner Level 2 Modules

Knowing Your Customer

Understanding the Theatre Industry

Regulations & Legislation

Systems & Resources

Your Role, Your Responsibilities

Customer Experience

Product & Service Knowledge

Communication

Interpersonal Skills

Dealing with Challenging Customers

Collaboration & Team Work

Developing Self & Feedback

End Point Assessment

Review & Evaluate

* fully funded for organisations with less than 50 employees

CUSTOMER SERVICE LEVEL 3

CUSTOMER SERVICE SPECIALIST

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.

KEY AREAS:



1. Enhancing Customer Experience



2. Conflict Management



3. Driving Sales

12
MONTHS

£4,000

*

Customer Service Specialist Level 3 Modules

Business Knowledge & Understanding

Customer Journey Knowledge

Customer & Their Needs

CS Culture & Environmental Awareness

Business Focused Service Delivery

Providing a Positive Customer Experience

Customer Insights

Service Performance & Improvement

Developing Self

Ownership / Responsibilities

Team Working

Equality & Presentation

End Point Assessment

Review & Evaluate

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TEAM LEADER SUPERVISOR LEVEL 3

TEAM LEADER SUPERVISOR

The Team Leader / Supervisor qualification at Level 3 is for someone who regularly takes responsibility for managing a team or project. The course has been developed for professional team leaders, first line managers and supervisors. Throughout the duration of the course you must be able to show the ability to support, manage and develop team members, manage projects, plan and monitor workloads and resources. You must also be able to take responsibility for delivering operational plans, resolving problems, and building relationships.

This qualification has been designed to provide access to development opportunities across your business. Whether you are at the start of your career in leadership and management taking your first steps into professional management or already established in your management career with great practical experience wishing to develop a deeper theoretical understanding of management skills.

KEY AREAS:



1. Leading with Excellence



2. Managing Expectations



3. Dispute Management



4. Conduct Vs Capability

12
MONTHS

£4,000
*

Team Leader Supervisor Level 3 Modules

Personal Effectiveness & Self Management

Principles & Delivery of Customer Service

Building Relationships

People Management

Effective Leadership

Understanding Business & Finance

Project Management

Operational Management

Functional Skills Tasks

GAP Analysis

Observations of Practices & PD's

Portfolio Completion & End Point Assessment

End Point Assessment

Review & Evaluate

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OPERATIONAL DEPARTMENTAL MANAGER LEVEL 5

OPERATIONAL DEPARTMENTAL MANAGER

An operations/departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring. Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

KEY AREAS:



1. Enhancing Team Performance



2. Coaching your Team to Success



3. Delivering Results for your Business

12
MONTHS

£9,000
*

Operational Departmental Manager Level 5 Modules

Induction & Functional Skills

Leading People

Managing People

Building Relationships

Communication

Operational Management

Project Management

Finance

Self - Awareness

Management of Self

Problem Solving and Decision Making

Portfolio Completion & End Point Assessment

End Point Assessment

Review & Evaluate

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BUSINESS ADMINISTRATION LEVEL 3

BUSINESS ADMINISTRATOR

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

KEY AREAS:



1. Planning and Prioritising



2. Communicating Effectively



3. ICT Excellence

12
MONTHS

£5,000
*

Business Administration Level 3 Modules

IT & Record / Document Production

Communication

Project Management

Numeracy Functional Skills

Decision Making

Quality

Literacy Skills

Planning & Organisation

ICT Functional Skills

Process & Policies

Managing Performance

Adaptability & Responsibility

End Point Assessment

Review & Evaluate

* fully funded for organisations with less than 50 employees

EVALUATION

PROGRAMME EVALUATION

TLC will meet with you on a monthly basis to evaluate the training and learner progression to ensure effective delivery of the programme. Quarterly reviews will be implemented and review any changes to the programme delivery.

END POINT ASSESSMENT

Step 1

On Programme Training

As your chosen training provider we partner with you to ensure that all of your apprentices are engaged in a learning journey that enhances their skills, knowledge and behaviour.

Step 2

Gateway

As the employer it is your decision to put forward apprentices for end assessment. To help you with this decision we, as your provider, will ensure you are presented with necessary reports that show that your apprentices on-programme progression.

Step 3

End Point Assessment

The assessment plan for customer service practitioner has three modes of assessment; the apprenticeship showcase, the practical observation and the professional discussion. TLC will ensure each apprentice has their own team behind them, including an assessor, operations manager and internal quality assurer. The assurer will guide the apprentice through all means of assessment and learning.

Step 4

Celebration

The celebration event following End Point Assessment provides a setting to reward teams for their hard work and dedication over the course of their programme and recognise their success amongst their peers.

Step 5

Certification

The end point assessor in conjunction with the awarding body will ensure the apprentice receives their certificate, the recognition they will deserve for their hard work and the stepping stone for their future.

REVIEW AND NEXT STEPS

Following completion of learning journeys, TLC will work with you to highlight the learners progression plan for their development and the most appropriate training course to support their development.

IN PARTNERSHIP WITH

