

ACL



CAREER PASSPORT

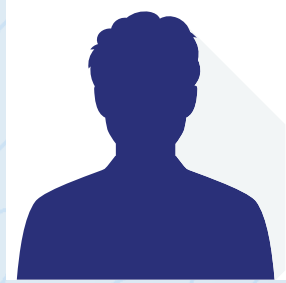


**Customer Service
and Retail**



Pathways

About You



Name:

Location:

Current employment status:

Employed

Unemployed

I hope to develop the following soft skills on my journey:

Communication

Team Work

Creativity

Problem Solving

Leadership

Time Management

Adaptability

Decision Making

What is your ultimate goal?

YOUR FINAL DESTINATION

Before you start on your journey, you may find it useful to have a final destination in mind. Take a look at the list of customer service related careers and select any that may be of interest.

Customer Success Manager

A customer success manager supports customers at each stage of the buying process building loyalty and making sure customers are happy.

Call Centre Representative

A call centre representative answers or makes calls to customers or the general public. On the call they may provide information, or troubleshoot problems.

Customer Service Representative

A customer service representative reaches out to customers. This could be to let them know about deals, offer products and services or tell them company news.

Cashier

A cashier will usually work in a retail environment. They record purchases, take payments and help customers to return items.

Patient Coordinator

A patient coordinator work in medical environments such as hospitals and doctors offices. They help patients to schedule appointments and coordinate care for them.

Implementation Specialist

An implementation specialist supports customers with product onboarding. This could involve installation, training and troubleshooting issues.

Technical Support Engineer

A technical support engineer helps to solve technical issues to a wide range of internal and external customers. This could be in person, on the phone or through web chat.

Estate Agent

An estate agent sell and let properties. This could be either commercial properties or residential. Some estate agents also manage properties for the owners.

Beauty Consultant

A beauty consultant provides personalised advice on skincare, makeup and other beauty products to clients. They often work in retail settings demonstrating products.

Sales Manager

A sales manager oversees a team of sales representatives. They set sales goals, develop strategies and monitor performance to make sure targets are met.

Waiter

A waiter takes orders from customers, serve food and drinks, take payments and makes sure that customers have a good experience.

Client Relations Specialist

A client relations specialist manages relationships with clients to support with customer satisfaction and loyalty. They answer client concerns and provide solutions.

Paralegal

A paralegal supports law firms with administrative tasks on behalf of their clients. They meet with clients to investigate facts and may also interview witnesses.



To learn more visit www.aclessex.com/pathways

WHERE WILL YOU GO?

Principles of Customer Service Level 2

Learn the principles of customer service and delivery and learn how to meet and exceed customer expectations.

Information, Advice and Guidance Level 2

Learn the principles of information, advice and guidance and how to deliver effective advice and guidance.

Level 2 Customer Service Practitioner Apprenticeship

Suitable for those working within a customer focused role and providing a high quality service to customers.

Customer Service Specialist Apprenticeship Level 3

Suitable for those looking to further develop their customer service skills to undertake a senior position.

OTHER DESTINATIONS

- English, maths and digital
- Team Leading level 2
- Leadership and Management Level 3
- Team Leader Apprenticeship Level 3
- Coaching Professional Apprenticeship Level 5
- Operations or Departmental Manager Apprenticeship Level 5





Do you need to improve your essential skills?

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

English:

- Verbal communication and presentation skills
- Communicating information, ideas and opinions clearly
- Read and understand different types of text
- Organise writing for different purposes
- Punctuate and use grammar correctly
- Construct sentences consistently and accurately

Maths:

- Fractions
- Percentages

Maths continued:

- Decimals
- Graphs & Charts
- Shapes
- Ratio

Digital:

- Turn on and use controls on a device
- Connect to a WiFi network and use the internet
- Store personal information securely
- Make use of accessibility tools
- Use Microsoft Office applications
- Communicate online

CONTINUE ON YOUR JOURNEY?

Congratulations on improving your essential skills. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Principles of Customer Service Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

About the programme:

This qualification aims to provide you with the underpinning knowledge that is required by employees to work in a range of different environments within a customer service role.

This is a flexible learning course which means that you can study at any time that suits you.

Mandatory units:

The principles of customer service and delivery

Understanding customers

Understanding employer organisations

Optional units continued:

Delivering customer service online

Resolving problems

Dealing with challenging customers

Promoting additional products or services

Developing customer relationships

Processing sales orders

Equality and diversity in the workplace

Developing working relationships with colleagues

Using the telephone

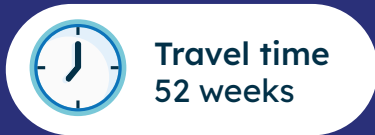
Communication

CONTINUE ON YOUR JOURNEY?

Congratulations on achieving the principles of customer service level 2 qualification. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Customer Service Practitioner Apprenticeship Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

About the programme:

Suitable for those working within a customer focused role and providing a high quality service to customers which is delivered from the workplace, digitally, or through going out into the customer's own locality.

Knowledge includes:

- The difference between internal & external customers
- The different needs & priorities of your customers
- Your organisation's values & how they link to service culture
- Appropriate legislation and regulatory requirements
- Types of measurement and evaluation tools
- Targets and goals you need to deliver against

Skills include:

- Using appropriate verbal and non-verbal communication
- Using a range of questioning skills
- Providing clear explanations
- Demonstrating patience and calmness
- Showing you understand the customer's point of view

Behaviours include:

- Acting on and seeking feedback from others
- Upholding the organisations values and service culture
- Demonstrating personal pride in the job
- Taking responsibility for fulfilling your promise

CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a customer service level 2 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 



DAY TRIPS

Before, during or after your journey, you may decide to go on some day trips. These are short (mostly one day) courses which can help you to further develop your skills. Check them off as you attend the sessions.

What Other Job Can I Do?

For those in between jobs or considering a career change who want to increase their ability to think wider in the scope of employment opportunities available.

Confidence Building

For those who would like to build their confidence on a personal level and develop their skills, to enhance their opportunities to gain employment.



Stepping Up Your Motivation

For anyone in between jobs or who is looking for new work or volunteering opportunities, who finds it challenging to keep motivated.

Procrastination and Time Management

For or anyone who struggles with procrastination and organising their time effectively whether at home or work or those who want to increase productivity.

Managing Your Resilience

For those who would like to learn the techniques to manage their resilience more effectively and successfully whilst developing their current skill set.

Assertiveness Skills For Work

For those who have had or is experiencing challenges in the work place with keeping assertive, confident and communicating openly and honestly about their needs.

Proactive Job Searching Skills

For those who are actively seeking work and would like to build their confidence and refresh their job searching skills, to increase their chances in gaining an interview.



Information, Advice and Guidance Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

About the programme:

This qualification is designed for those people who work in, or are looking to work in a role where they give information, advice or guidance to others.

This is a flexible learning course which means that you can study at any time that suits you.

Mandatory units:

Information, advice or guidance in practice

Interaction skills for information, advice or guidance

Optional units:

Signposting and referral

Optional units continued:

Information, advice or guidance context

Skills for advice providers

Benefits advice work - practice

Managing information

Information, advice or guidance work with groups

Operating within networks

Specialist advice work in practice:

Housing

Employment

Schools and colleges

Refugee, immigrant or asylum seeker

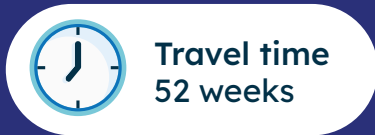
Debt

CONTINUE ON YOUR JOURNEY?

Congratulations on achieving an information, advice and guidance level 2 qualification. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Travel time
52 weeks

Customer Service Specialist Apprenticeship Level 3

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

About the programme:

This apprenticeship is designed for individuals working in a Customer Service role and looking to develop their skills to undertake a senior position.

Knowledge includes:

- Continuous improvement in a service environment
- The impact your service has on the wider organisation
- The range of leadership styles and apply them successfully
- Appropriate legislation and regulatory requirements
- How to analyse, use and present a range of information
- What drives loyalty, retention and satisfaction

Skills include:

- Demonstrate a continuous improvement
- Resolve complex issues using wide range of approaches
- Negotiate mutually beneficial outcomes
- Manage challenging and complicated situations
- Analyse your customer types

Behaviours include:

- Make realistic promises and deliver on them
- Work effectively and collaboratively with colleagues
- Recognise colleagues as internal customers
- Take ownership for actions to resolve issues

CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a customer service level 3 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 



TRAVEL LOG



Before you continue on your journey, you might like to spend some time thinking about where you started, where you have gone and where you would like to go next. You can use these pages to explore this.

At the beginning of your journey, you decided on an ultimate goal. Have you made any progress towards this yet?

Has your goal or the skills you want to develop changed at all?

Where would you like to go next on your journey and why?

Do you feel like you have made good progress?

Yes No I'm not sure

Which of the below skills have you developed so far?

- Communication
- Team Work
- Creativity
- Problem Solving
- Leadership
- Time Management
- Adaptability
- Decision Making

As you continue, would you do anything differently?

Any other thoughts:

Continue adventure 





Principles of Team Leading Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

About the programme:

This qualification is designed for those who want to gain the knowledge and understanding required to successfully lead a team. It will focus on leading a team in a business environment.

This is a flexible learning course which means that you can study at any time that suits you.

Mandatory units:

- Principles of team leading
- Understanding business
- How to communicate work-related information

Optional units:

- Understanding customers
- How to deliver customer service and resolve problems
- Equality and diversity in the workplace
- Health and safety procedures in the workplace
- How to develop and deliver a presentation
- Introduction to coaching
- Introduction to mentoring
- Understanding personal development
- How to manage performance and conflict

CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a principles of team leading level 2 qualification. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Principles of Leadership and management Level 3

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

About the programme:

This qualification is for new and aspiring junior managers. Pick up the skills and understanding you need to deal with management responsibilities.

This is a flexible learning course which means that you can study at any time that suits you.

Mandatory units:

Solving Problems and Making Decisions

Optional units include:

Innovation and Change in an Organisation

Planning Change in the Workplace

Leading and Motivating a Team Effectively

Planning and Allocating Work

Innovation and Creativity in the Workplace

Conflict Management in the Workplace

How to Motivate to Improve Performance

Stress Management in the Workplace

Discipline in the Workplace

Recruitment and Selection of New Staff

The Induction of New Staff in the Workplace

Setting Team Objectives in the Workplace

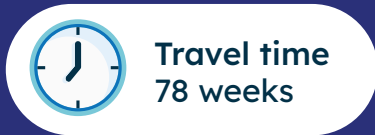
Understanding Leadership

**CONTINUE ON
YOUR JOURNEY?**

Congratulations on achieving a principles of leadership and management level 3 qualification. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Travel time
78 weeks

Team Leader Apprenticeship Level 3

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

About the programme:

This is an ideal programme for professionals who are new to management, or for those looking to develop their leadership skills to improve their performance.

Knowledge includes:

- Different leadership styles and the benefits of coaching
- Organisational cultures, equality, diversity & inclusion
- People and team management models
- HR systems and performance management techniques
- How to chair meetings and hold challenging conversations
- How organisational strategy is developed

Skills include:

- Communicate organisation strategy and team purpose
- Support the development of the team
- Build a high-performing team by supporting individuals
- Use effective negotiation and influencing skills
- Manage resources and risk and monitor progress

Behaviours include:

- Determination when managing difficult situations
- Able to build trust with others
- Operates within organisational values
- Demonstrates resilience and accountability

CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a team leading level 3 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 



SEND US A POSTCARD

We would love it if you would send us a postcard to let us know all about your journey and the adventures you have been on. We would like to share your story with others to inspire them to start their own journey.

If you are happy for us to use this for marketing purposes, please answer the below questions in an email or document and send it to us. We have included some helpful hints below of things you could write about.



TO: The ACL Marketing Team

ACL.Marketing@essex.gov.uk

Please tell us a little bit about yourself

You may wish to include:

- Your interests
- Your learning goals
- Your career/progression goals
- Your family life

Please email us at ACL.Marketing@essex.gov.uk

Why did you decide to enrol on this course?

You may wish to include:

- How it relates to your interests/career goals
- The skills you have/are hoping to develop
- How the qualification will benefit you

If you have not yet progressed into higher education or work: which degree course/other qualifications/career do you aim to progress onto?

You may wish to include:

- Your next steps
- Why you have chosen that progression route
- If/how your course at ACL will help you

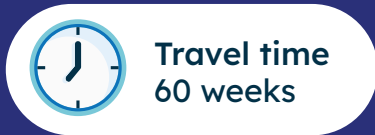
If you're in higher education or work: please tell us more about what you're currently studying or the job you are in, and your career/learning aspirations?

You may wish to include:

- What you're currently doing
- If/how your course at ACL is supporting you
- Any future goals/plans

Anything else you want to tell us!





Travel time
60 weeks

Coaching Professional Apprenticeship Level 5

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

About the programme:

Designed for those who work with a wide range of individuals and teams across organisations, to empower and engage with them, to enhance their professional performance.

Knowledge includes:

- Reflective practice and emotional intelligence
- Diversity, inclusion and bias theories
- Coaching contracting and re-contracting
- Methods of communication
- Differences between coaching, mentoring and training
- The range of coaching models and techniques

Skills include:

- Working with those receiving coaching to set clear goals
- Contracting with all relevant stakeholders
- Stakeholder management inc. challenging and senior people
- Delivering feedback that is useful and non-judgemental
- Questioning techniques to raise self-awareness

Behaviours include:

- Act as an ambassador for a coaching mindset
- Is spontaneous, open and flexible
- Demonstrates respect and engendering trust
- Committed to self-development, including self-reflection

CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a coaching level 5 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 





Travel time
104 weeks

Operations or Departmental Manager Apprenticeship Level 5

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

About the programme:

This programme is suitable for professionals with responsibility for achieving operational or departmental goals and objectives as part of their organisation's strategy.

Knowledge includes:

- Operational management approaches and models
- Setting up and managing a project using techniques
- Managing budgets & financial forecasting
- Different leadership styles
- Developing and managing high performing teams
- Approaches relationship management

Skills include:

- Creating plans in line with organisational objectives
- Support, manage and communicate change effectively
- Plan, organise and manage resources to deliver outcomes
- Support development through coaching and mentoring
- Able to build trust, and use effective negotiation

Behaviours include:

- Drive to achieve in all aspects of work
- Determination when managing difficult situations
- Seeks the views of others and values diversity
- Positive and adaptable, responding well to feedback

CONTINUE ON YOUR JOURNEY?

Congratulations on achieving an operational or departmental manager level 5 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 



HOW TO ENROL

Once you have chosen your course/s, you can either enrol on our website or by phone.

1. ONLINE

Visit www.aclessex.com and create an account. You can then either search for the course title using the search box or browse our website.

Once the course has been selected, you will be asked to fill out an enrolment form (non-qualification) or asked to enrol onto an assessment session (qualification).

2. PHONE

Call **0345 603 7635** and you will be put through to a member of our customer service team. Before calling, please make a note of the course title or course code.

Our phone lines are open Monday to Friday, from 8:30am to 5pm, unless otherwise stated.



aclessex.com/contact-us



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