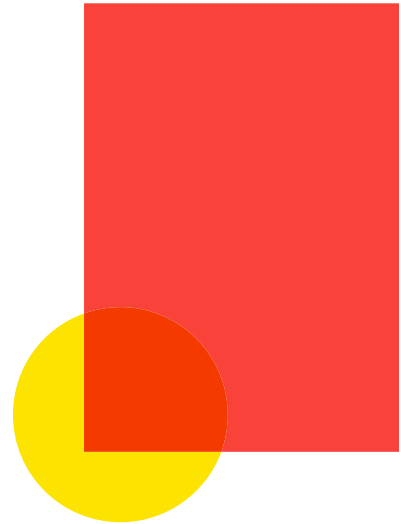


# All About Business Studies March 2019



# **All about Business**

Issue 2

March 2019

A newsletter from City & Guilds on education updates in the Business sector for all nations.

**In this issue:**

- Network meeting thanks and next meetings
- Customer Service Apprenticeships
- On-programme optional qualification update
- Level 3 Business Administrator Enhanced Smartscreen
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- Our Technicals offer
- Qualifications Cross boundaries
- AEB catalogue
- Functional Skills Reforms 2019
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- Keep in touch and up to date

### **Network meeting thanks**

A special thank you to all the colleges who hosted network meetings throughout 2018.  
These include:

Leicester College,  
Telford College,  
Leyton Neighbourhood Centre,  
Sunderland College,  
Harlow College,  
Lambeth College,  
Honda Institute, Bracknell,  
City of Plymouth College,  
Bishop Auckland College

Additional thanks to all those colleges, training providers and consultants who attended and provided me with feedback for how to support you next.

We are always looking to support you as much as possible and are therefore constantly planning events. With this in mind, if any centers can offer to host please contact Dom at **dominic.green@cityandguilds.com**.




Keep a look out for upcoming events on Twitter and LinkedIn.

Our next event is 21<sup>st</sup> March 2019 and is kindly hosted by Runshaw College. As a City & Guilds customer our network events are free to attend. Register below via Eventbrite

<https://www.eventbrite.co.uk/e/city-guilds-cust-service-pract-bus-admin-epa-network-runshaw-college-tickets-56471074504>

## Customer Service Specialist Level 3 Apprenticeship

Our Customer Service Specialist (9494) Level 3 offer is now up and running. To support the apprentices' on programme journey we have several key documents in place on our website. We also have the Apprenticeship Training Manual at level 3 which can be accessed on our SmartScreen platform.

Additional Documents			
	Apprenticeships Customer Service Specialist factsheet V3 pdf	104 KB	24 Sep 2018
Assessment Materials			
	Assessment pack recording forms for EPA Customers V1-0 docx	88 KB	15 Nov 2018
	Assessment pack template for EPA Customers V1 pdf	445 KB	15 Nov 2018

Apprenticeship standard (England only)

### Customer Service Specialist

Industry: Customer Service  
City & Guilds code: 9494-12  
LARS number: 278



A City & Guilds Group Business

**Typical duration:** 15 months

**Maximum funding:** £4,000\*

**Level 3**

\*Funding starts from August 2018

**On-programme learning:** Available autumn 2018

**On-programme optional qualification (2794-03):** Available autumn 2018

**End-point assessment (EPA):** Open for registrations from November 2018

A customer service specialist demonstrates professionalism towards customers and supports the organisation. They have a great deal of knowledge about the organisation's products and/or services, and act as a point of contact to support customers and colleagues with complex requests, complaints and queries.

Customer service specialists also analyse customer data, implement changes to improve services and are attentive to various digital technologies.

Roles include customer service specialist, customer service manager, customer service team leader and customer service executive.

**City & Guilds – helping you with an expert solution**

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.

- Plan**  
Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.
- Attract**  
Simple online vacancy and candidate set up. TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.
- Deliver**  
High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.
- Assess**  
Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

Download our Customer Service Specialist factsheet for a brief overview of the standard.

Please click [HERE](#) to follow the link to our website to find out more.

We have also produced a level 3 Diploma in Customer Service (2794-03) which is mapped across to the 9494 level 3 standard. Please click [HERE](#) to find out more about our Customer Service Diploma.

### **Customer Service Practitioner Level 2 Apprenticeship**

Having listened to our customers we are now in the process of updating our EPA Assessment Pack for Centres which can be located on the City & Guilds website. This will offer further support and will be available very soon. We will also be hosting a Customer Service Practitioner Webinar which will provide feedback, hints and tips with regards to preparing for the End Point Assessment.

### **On- Programme Optional Qualification Update**

2794-02 Customer Service Practitioner qualification is now available. The qualification has been developed to align to the Customer Service Practitioner Apprenticeship Standard.

2794-03 **New** Customer Service Specialist qualification is also now available. The qualification has been developed to align to the Customer Service Specialist Apprenticeship Standard.

**<https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/customer-service-and-contact-centre/2794-diploma-for-customer-service#tab=information&acc=level2>**

3473-03 **New** Business Administrator Qualification is now available. The qualification has been developed to align to the Business Administrator Apprenticeship Standard.



<https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/business-admin-and-public-services/3473-level-3-diploma-for-the-business-administrator#tab=information>

### **Business Administrator Level 3 Enhanced Smartscreen**

The long-awaited Business Administrator Enhanced Smartscreen package is now available to order from the walled garden using the code shown below.



City  
Guilds

SmartScreen

Business Administration  
Enhanced SmartScreen Factsheet

# Level 3 Business Administrator (9473)



Level 3 Business Administrator Enhanced SmartScreen (9473)  
Price: £850 (annual subscription) Code: SS9473-03

Customer service - Treating customers as individuals Close screen

Welcome to Treating customers as individuals. The objective of this lesson is to understand how to treat customers as individuals, as well as how to provide a personalised customer service experience.

This is an important thing to learn because, as well as recognising and responding to individual needs, you must also ensure you are treating all customers equally and addressing their specific needs. Sometimes customers do not always give us the information we need in order to provide a personalised service. It is therefore important to know how to put customers at ease and give them the opportunity to open up to you. It is also important to listen them – to their needs, desires and concerns and take your service to meet these.

▶ Finding out what they want

Video slides

▶ Play all

▶ If I have watched this video and want to take the quiz

Quiz progress

Customer service - Treating customers as individuals Global scenarios

▶ Play all



Quiz progress

Question

Which **two** of the following will help you to identify a customer's individual needs?

There may be more than one correct answer











- Noting their body language
- Assessing their writing skills
- Use of questioning and listening skills
- Working through the availability of products

Score

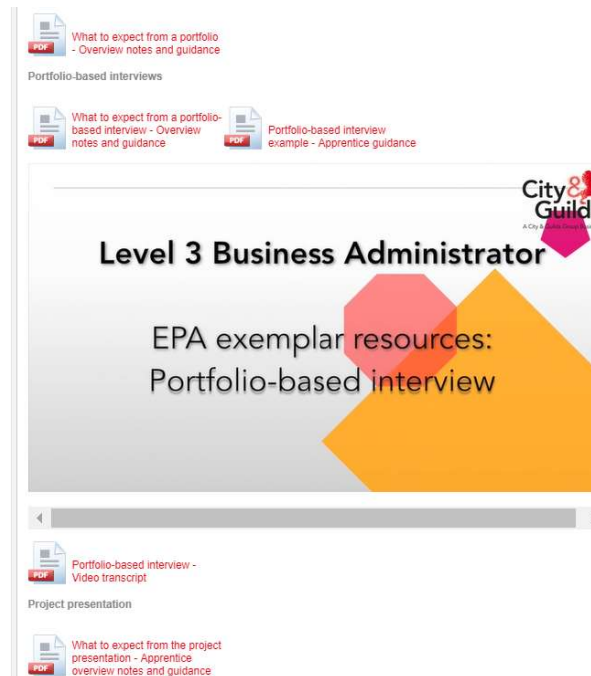
### Apprenticeship Advice

Each issue we intend to give some additional information and advice on apprenticeship delivery to support both our centres and our employers. This issue is focused around the **Business Administrator** Level 3 standard.

1. Use the EPA handbook (found under the documents tab, see below) to ensure you teach all the required knowledge for the evolve test in the 9473 Business Administrator standard.

End-point Assessment EPA			
 9473 Business Administrator EPA Assessment Pack	378 KB	24 Jul 2018	
 9473 Business Administrator EPA Assessment Pack Recording Form	148 KB	24 Oct 2018	
 9473 Business Administrator EPA Customer Portfolio Checklist	45 KB	12 Nov 2018	
 9473 Business Administrator EPA Handbook	353 KB	29 Oct 2018	
 9473 Business Administrator Sample Question Paper	222 KB	12 Dec 2018	

2. The learner must complete the Knowledge test first when completing the Business Administrator EPA.
3. Access the sample question paper on our website (see screenshot above)



Our exemplar materials are only available after registering your learners with City & Guilds. They are specific to both the Customer Service Practitioner and Business Administrator standard. They are accessed via our SmartScreen platform under the EPA Preparation tab. Please contact **centresupport@cityandguilds.com** if you have any queries.

Alongside our exemplar materials we also have our preparation tool platform which is designed to be accessed by apprentices in order to develop their soft skills.

Click **HERE** for more information.





### **Technicals Top Tips**

Each month we will be bringing you all the updated information as it is available for delivery as well as some top tips.

1. Ensure you understand the synoptic requirements for this year for each technical qualification you are delivering. (passwords available on walled garden/same as last year).
2. Decide who will be uploading your documentation to the moderation portal and give yourself time to do this. The date this needs to be completed by is the 19<sup>th</sup> May 2019.
3. Embed English skills and common verbs into all lessons.



**Need any assistance?**

If you have any questions or queries, our Technicals and Moderation Support team will be on hand to support you throughout the year.

**E:** [moderationsupport@cityandguilds.com](mailto:moderationsupport@cityandguilds.com)

**T:** 01924 206 719



**Our Technicals offer**

The **Level 2 Technical Certificate in Business Support** and the **Level 3 Advanced Technical Diploma in Coordinating Business Support** are aimed at learners aged 16-18; 19+.

Are you T-Level ready? Our Technical offer in Business Support is the perfect stepping stone towards the upcoming T-Levels.

Learners interested in the **Level 3 Advanced Technical Diploma in Coordinating Business Support (540)** will study theoretical aspects of the subject and apply them to practical tasks. Learners will develop an understanding of business systems and the skills needed to coordinate business support activities including transferable skills such as communication, project management and IT. Learners would also gain an understanding of key functional areas of business, including marketing, finance, human resources together with the support services they need to be effective.

For further information access our website here



### **Qualifications Cross Boundaries**

This leaflet gives a comparison of levels of qualifications from England, Scotland, Wales and Northern Ireland

**Download leaflet here**



QAA  
Southgate House, Southgate Street,  
Gloucester GL1 1UB  
Tel: +44 (0)1452 557050  
[www.qaa.ac.uk](http://www.qaa.ac.uk)



Scottish Credit and Qualifications  
Framework Partnership  
201 West George Street  
Glasgow  
G2 2LW  
Email: [info@scqf.org.uk](mailto:info@scqf.org.uk)  
[www.scqf.org.uk](http://www.scqf.org.uk)



CCEA Regulation  
29 Clarendon Road, Clarendon  
Dock, Belfast BT1 3BG  
Tel: +44 (0)28 9026 1200  
Email: [info@ccea.org.uk](mailto:info@ccea.org.uk)  
[www.ccea.org.uk](http://www.ccea.org.uk)



Office of the Qualifications and  
Examinations Regulator  
Spring Place, Coventry Business Park,



CQFW, Welsh Government  
Ty'r Afon, Bedwas Road, Bedwas,  
Caerphilly CF83 8WT



QQI

Quality and Qualifications Ireland  
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Quality and Qualifications Ireland  
(QQI)  
26-27 Denzille lane


### **AEB Funding catalogue**

Please see the current AEB catalogue to make full use of all funding available to you.  
View the Business Admin & Law tab and filter accordingly.



**Adult Education Budget funded qualifications (AEB)**

### **Functional Skills Reforms 2019**



## Register for the Functional Skills 2019 reforms webinar series

This monthly series of webinars will update you on the reforms.

**REGISTER NOW >**

### Functional Skills: 2019 reforms monthly update webinar series

Watch all the webinars in our #FunSkills2019 webinar series.

- ♦ September 2018
- ♦ August 2018

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A full list of upcoming and past webinars is shown below:

Upcoming webinars	Time
Wednesday 24 October 2018	15:30 – 16:30 BST
Wednesday 28 November 2018	15:30 – 16:30 GMT
Wednesday 9 January 2019	15:30 – 16:30 GMT
Wednesday 6 February 2019	15:30 – 16:30 GMT
Wednesday 6 March 2019	15:30 – 16:30 GMT
Wednesday 3 April 2019	15:30 – 16:30 BST
Wednesday 1 May 2019	15:30 – 16:30 BST
Wednesday 5 June 2019	15:30 – 16:30 BST
Wednesday 3 July 2019	15:30 – 16:30 BST

### Resources

- ♦ Functional Skills reforms 2019 Readiness checklist

### Contact Us

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

T: [0844 543 0000](tel:08445430000)

For more information on offering our qualifications at your organisation, visit our [Offer our qualifications](#) page.

Weblink to access page  
<https://www.cityandguilds.com/what-we-offer/centres/maths-and-English/functional-skills-assessment-updates.>

**Supporting your transition to the 2019 reformed Functional Skills qualifications Readiness checklist**

Version 1.0  
September 2018

#FunSkills2019



## CPD Events 2018/19

### CPD EVENTS – What's coming up?



**External Quality Assurance – EQA (2 day workshop)** - A workshop that provided knowledge, understanding and practical opportunities to explore what an external quality assessor does to monitor a centre approved to deliver qualifications. Delegates considered the fundamental aspects of the EQA role as well as how they maintain good practice in relation to legislative and regulatory requirements. This provided the opportunity to learn, practice and carry out valuable activities which reflect the EQA role.  
[7<sup>th</sup> February – London](#)

**Preparing your apprentice for End Point Assessment (EPA)**

This one day workshop style session is an opportunity to keep ahead of assessment developments following the latest guidelines from Regulators and City & Guilds. This session is designed to be a highly interactive experience for Assessors to reflect, share best practice and collect practical tips and guidance from our expert facilitator  
[7<sup>th</sup> March Wakefield](#) [18<sup>th</sup> June London](#)

**Best practice in the quality assurance for the new Apprenticeship Standards (England)**

A workshop full of engaging activities which allowed those attending to reflect on their current quality assurance practices in apprenticeship delivery and highlight areas of further development in their strategies when working with employers and apprentices  
[30<sup>th</sup> May – Warrington](#) [10<sup>th</sup> June - Taunton](#)

**Best Practice in preparing apprentices for EPA professional discussion or interview**

A workshop filled with engaging practical and other activities, aims to provide ideas for further developing your individual and centre practice when working with new apprentices in preparing them for their EPA professional discussion or interview.  
[22<sup>nd</sup> January – Warrington](#) [29<sup>th</sup> January – London](#) [7<sup>th</sup> February – Wakefield](#) [11<sup>th</sup> February - Taunton](#)

**Teaching & Learning English & Maths**

How to understand English criteria to develop achievable learning aims

[2<sup>nd</sup> April London](#)

How to make the most of digital tools in English teaching

[3<sup>rd</sup> April London](#)

How to master problem solving in the English class

How to boost your confidence and develop your English skills

How to Teach Maths & English Together – How to Support Learners with the Language of Maths

[15<sup>th</sup> May London](#)

[2<sup>nd</sup> July London](#)

[10<sup>th</sup> July Burntwood](#)

**Leadership & Management**

Project Management

[20<sup>th</sup> February – Warrington](#)

Leadership in an FE context

[30<sup>th</sup> January – Warrington](#)

Finance & Curriculum Drivers

[5<sup>th</sup> March - Warrington](#)

Issued date January 2019

All above courses are available as a bespoke in-house event. Please contact [advance@cityandguilds.com](mailto:advance@cityandguilds.com) for further information



### **Lead Independent End Point Assessor report (LIEPA)**

It's important you familiarize yourself with the LIEPA reports linked to individual apprenticeship standards. They provide feedback surrounding IEPA practice, apprenticeship standard specific feedback, assessment pack feedback and general updates specific to that standard. Follow the links below and log into SmartScreen to view the LIEPA feedback for both:

[Business Administrator Level 3](#)

[Customer Service Practitioner Level 2](#)





**Keep in touch and up to date**

For regular updates and further information please follow us on:



Dom Green – Technical Advisor for Business Skills  
<https://www.linkedin.com/in/dominic-green-5a1834175/>  
<https://twitter.com/candgbusiness>



Mandy Slaney - Lead Industry Manager for Business Skills  
<https://www.linkedin.com/in/mandy-slaney-11131954/>

**Tell us what you think**

*All about Business* is a newsletter that brings together all of the key developments from City & Guilds relevant to skills learning across England, Scotland Northern Ireland and Wales. It contains updates on the range of teaching and learning resources we offer, plus relevant public policy or other information we think you might be interested in.

Each edition is numbered, so we can refer back to previous issues or tell you when information has been superseded.

If there's anything else you'd particularly like us to cover or explain more fully in future issues of *All About*, please feel free to drop us a line to **dominic.green@cityandguilds.com** or **mandy.slaney@cityandguilds.com**. For specific queries and enquiries please contact our dedicated customer support team: **centresupport@cityandguilds.com**

Thank you for your continued support.

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