

# Supporting delivery of Customer Service Practitioner & Business Administrator apprenticeships:

## Get-to-Gateway

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# Structure and content

Course Evidence Registration Contact

8LACUSTIND - Customer Service Practitioner Induction (Incomplete)

Course Display Gap Analysis Print

ALL 20.0% COMPLETED 20.0% OVERDUE 0.0% SUBMITTED 20.0% RETURNED 20.0% STARTED 20.0% NOT STARTED

Induction	Induction.1 Introduction	Induction.2 Your ILP	Induction.3 Reflective practice	Induction.4 Safeguarding and PREVENT	Induction.5 British values
STARTED	ACCEPTED 18 JAN 2018	RETURNED 18 JAN 2018	STARTED	STARTED	NOT STARTED

Attach additional evidence

Off-the-shelf learning and assessment content for selected apprenticeship standard knowledge, skills and behaviours.


Use our “out of the box” resources and activities which are mapped to standards to deliver skills and behaviours.

<< Return to Outcome

## Customer expectations

### Introduction

Understanding the difference between an external and an internal customer can be challenging at first. Customers are more than just those that use your organisation – they are also your work colleagues, who deserve equal politeness and a high level of customer service.



### Key terms

- Customer expectations** – customer expectations are the benefits that a customer expects an organisation's products or services to deliver.
- Customer needs** – something that customers must have as part of a product or service for them to purchase it. For example, a customer needs a lamp to adequately light the area intended.
- Customer wants** – something that customers think would be 'nice to have' as part of a product or service, but is not necessary for them to purchase. For example, a customer might want to choose the colour of a lamp.
- External customer** – someone outside the organisation who buys or receives products or services. External customers, except customers of organisations in the public sector, often have a choice and if they don't like your product or service can take their business elsewhere.
- Internal customer** – can be a colleague, another department or a distributor you provide products or services to, which are used to create a deliverable for the external customer. Usually, internal customers don't have a choice of suppliers because they will be required to use the organisation's own products or services.

### Question 2

Why is building good customer relations important to your organisation? What would be the consequences of getting this wrong? \*

Type your answers in the box below

### Question 3

Why is it important to balance the needs of an organisation and its customers? \*

Type your answers in the box below

# Roles

## Administrator

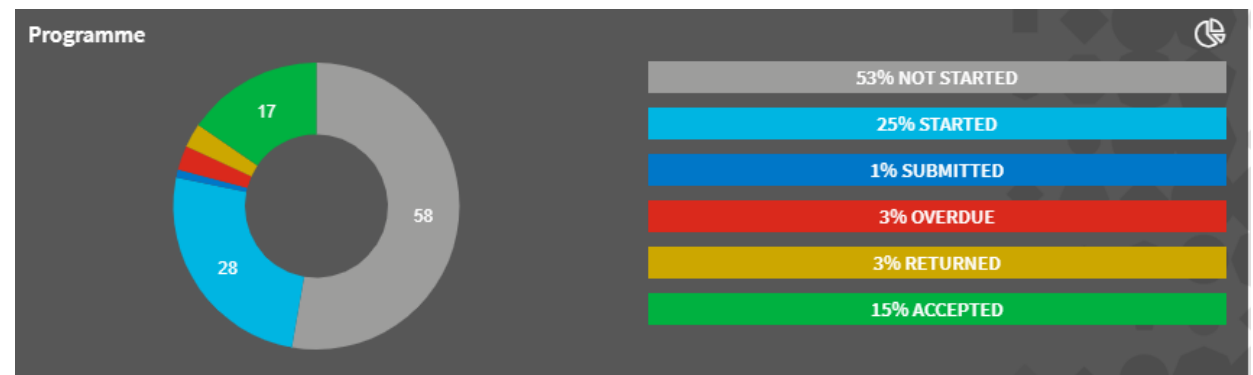
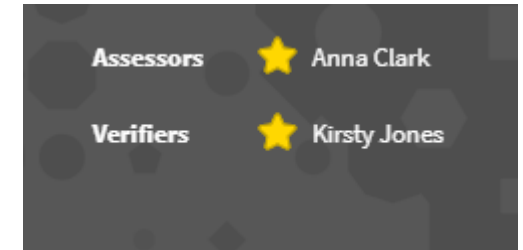
- Create [Team Members](#)
- Create [Learners](#)
- Create [employer](#) access
- Run [reports](#)

## Assessor, Tutors and IQAs

- [Planning](#) and Guidance
- [Reviewing](#) the completed tasks and giving feedback
- [Supporting](#) the learner through their on-programme

## Learners

- Access the [learning content](#) and complete their tasks
- Record any [off the job training](#)



Role	Role.1	Role.2
Your role and responsibility and development	Personal development planning	Task 4 Creating a personal development plan
STARTED	STARTED	ACCEPTED 08 MAR 2018

# Customer Service Practitioner

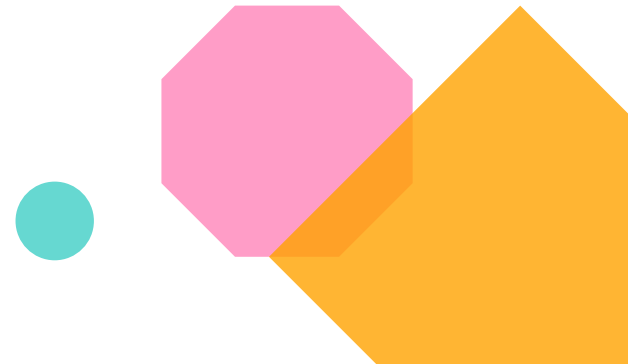
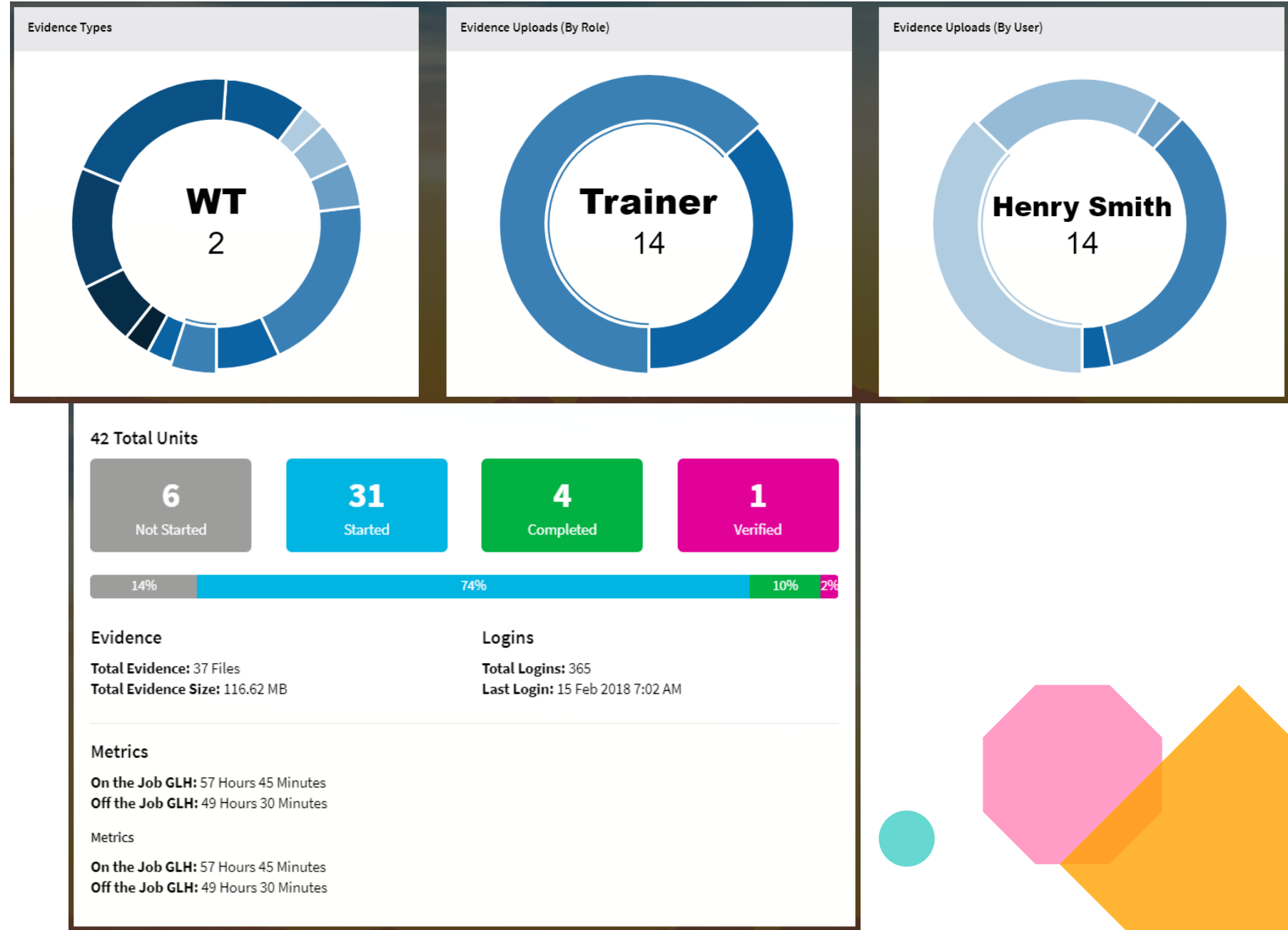
Course	Topic	Task Page			
Customer Service Practitioner	Product and service knowledge	Products and services	Task 15 Knowing your products and services		
	Using digital media	Digital and social media	Task 16 Using digital media		
	Team working	Communicating effectively with colleagues	Task 17 Improving your customer service offer		
	Dealing with customer conflict and challenge	Customer conflict and complaints	Task 18 Dealing with conflict		
	End-point assessment *	Introduction	Apprentice showcase	Practical observation	Professional discussion

\* NB End-point assessment task pages relate to C&G end-point assessment and are therefore only available to customers using C&G as their CSP EPO.

# Reporting

Standard progress reporting will be available for assessors and administrators

Progress and activity reports can be scheduled and extracted out in various formats





# Feedback from the Get-to-Gateway supported pilot



The Trust needed a way to free up delivery staff to spend quality time teaching rather than planning

Walsall Healthcare NHS Trust runs a well-established apprenticeship scheme committed to recognising and nurturing future 'stars'. The Trust set City & Guilds two challenges: Free up delivery staff to devote more time to teaching rather than planning; and provide apprentices with a simple-to-use system that updates in real time. After just a few weeks, mentors got in touch to praise how 'Get to Gateway' gives structure to lesson plans, doing away with the time-consuming hunt for support materials. Apprentices called it simple and uncomplicated and appreciated how easy it is to capture both on and off the job learning activities. Originally, the Trust signed up to trial City & Guilds 'Get to Gateway' for Customer Service Practitioners, but positive feedback means they are eager to add new standards.

### Requirements

- Quality learning content
- Records off-the-job learning
- Works out of the box

### Challenge

- Easy to use without training
- Free up assessors/mentors to better support learners

It was vital that the system makes it easy for apprentices to understand their progress through the learning journey and engage with assessors

### Results

- "Easy to follow - very visual"
- "I like the fact you can see what has been submitted ... what is overdue ... the chart is easy to follow"
- "Everything is there ... No more searching for support materials"
- "a natural flow for users"

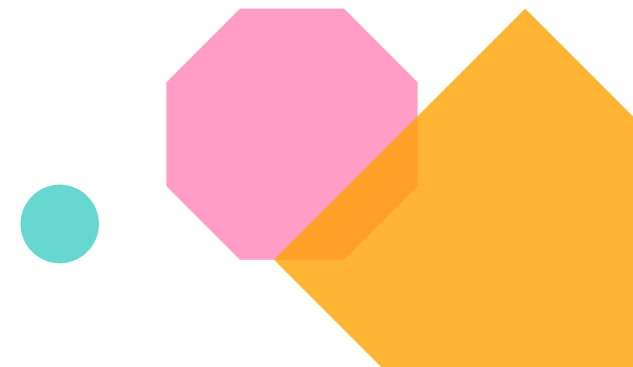
### Solution

Get-to-Gateway simplifies the assessment and delivery of on-programme apprenticeships. It ships preloaded with the quality learning content you expect from City & Guilds.

Get to Gateway needs nothing more than a web browser to bring workplace learning to life.

*"It's great and has reduced lesson planning, allowing me to dedicate time to learners who have additional requirements or need additional support ..."*

Widening participation assessor at Walsall NHS Trust





A City & Guilds Group Collaboration

**Introductory price of £90 per learner  
(+ VAT) until 31<sup>st</sup> December 2018**

**For more information please contact:**

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or call 01924 206709

