

Business Support

The business world is vast, covering all the many different jobs and skills needed to keep companies running efficiently and profitably, and keep staff and customers happy.

Business Support Apprenticeships at Gen2 include Business Administration, Customer Service and Team Leading.

What you'll do in Business Administration

You could:

- communicate with clients and colleagues
- keep accurate records and handle confidential information
- draft correspondence
- manage resources

What you'll do in Customer Service

You could:

- answer customer questions and complaints by phone, email, webchat, social media or in person
- manage orders
- sell products and take payments

What you'll do as a Team Leader/Supervisor

You could:

- plan workloads and rotas
- report on team performance and do individual performance reviews

Skills and Knowledge

You'll need:

- to be thorough and pay attention to detail
- the ability to work well with others
- sensitivity and understanding
- patience and the ability to remain calm in stressful situations
- the ability to accept criticism and work well under pressure
- excellent verbal communication skills
- active listening skills
- ICT skills

Entry Requirements

You'll usually need:

5 GCSEs at grades 9 to 4 (A* to C), or equivalent, including English and Maths, for an advanced apprenticeship.

For Higher Apprenticeships you'll require UCAS points.

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Call **01900 701 300** or email recruitment@gen2.ac.uk

Working Environment

You could work in a vast range of locations including offices, retail environments, and hospitality.

How Will I Study?

You'll typically spend one day a fortnight in a Gen2 Skills Centre for teaching and support sessions. You'll spend the rest of the time at your workplace. For some programmes, your teaching sessions may be delivered online.

Duration

12 - 24 months plus End Point Assessment, depending on the programme you study.

Next Steps

Following on from your apprenticeship you can move onto an Advanced or Higher-level apprenticeship. There may also be the opportunity to apply for professional recognition with relevant professional institute.

Gen2 Apprenticeships

Customer Service Practitioner Level 2 Intermediate Apprenticeship

Customer Service Specialist Level 3 Advanced Apprenticeship

Business Administrator Level 3 Advanced Apprenticeship

Team Leader or Supervisor Level 3 Advanced Apprenticeship

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