

These qualifications are suitable for all business support staff working in all sectors!

Insight Solutions can offer your business a wide range of qualifications to either up skill your existing workforce or we can recruit and train an apprentice. These courses are heavily subsidised by the Educational Skills Funding Agency.

Customer Service Practitioner Level 2

Typical Length 12 months

Overview

Customer service is a key to the success of any organisation, if good, it can improve customer loyalty, repeat purchases and encourage new business. This qualification Customer Service Practitioner ensures the learner delivers high quality services to the customers of their organisation, whether they are internal or external. The learner will; learn to understand your organisation and its systems, know your customer base and experience and meet regulations. They will also improve their communications, personal organisation and be able to deal effectively with customer conflict.

Customer Service Specialist Level 3

Typical Length 12 months

Overview

The Customer Service Specialist Qualification will develop your customer service team to be a professional'. The learner will be an advocate of Customer Service and will act as a referral point for dealing with more complex or technical customer requests, complaints, and queries. Having an in depth knowledge of the business the learner will be able to share this with the wider organisation. The learner will also gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out the role with an awareness of other digital technologies.

ILM Team Leader/Supervisor Level 3

Typical Length 12 months

Overview

The ILM Team Leader/supervisor Level 3 Qualification will develop the skills of anyone within a team leader/supervisor who is a first line management role. How has operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. The Team Leader Level 3 Qualification will be able to develop the learner to do this effectively. They will be able to provide direction, instructions and guidance to ensure the achievement of set goals. The learner will gain skills and knowledge of building relationships and communication skills, finance and managing people.

Operations/Department Manager Level 5

Typical Length 18 months

Overview

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. The learner will be accountable to a more senior manager or business owner. The knowledge, skills and behaviours needed will be the same from; understanding business risk management, finances, data security, leading, coaching and mentoring a team with different leadership styles within the organisation, understanding operational management and settings of KPI's and staff appraisals and development.

Retail Manager Level 4

Typical Length 12 months

This qualification is suitable for retail managers who are responsible for delivering sales targets and a positive experience to customers that will encourage repeat custom and loyalty to the brand/business. In this diverse role the learner will understand how to; lead and develop a team to achieve business objectives and work with a wide range of people which requires excellent communication skills. The learner will also understand how to maximise income and minimise wastage which is essential to the job. Therefore the learner will develop a sound understanding of business and people management principles to support the achievement of the vision and objectives of the business. The learners will comprehend; personal development, training and improvement, encouraging teams to develop their own skills and abilities to enhance business performance and productivity.

Business Administration Level 3

Typical Length 12 months

Overview

Business administrators responsibilities are to support and engage effectively and efficiently with different parts of the organisation and to interact with internal or external customers. The Business Administration Level 3 Qualification will enable the learner to gain a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. The qualification will enable the learner to develop, implement, maintain and improving administrative services and processes. They will understand the relevant regulations and policies together with the fundamentals of business. The learner will also develop; IT, record and document production, communication, quality, planning and organisation and project management skills. Learners can also choose an additional module to suit their job role on of them being Medical Administration module.

IT User Level 3

Typical Length 12 months

Overview

The Level 3 Diploma in User IT Skills is designed for those who work with and have experience in everyday IT, this course will develop a broader range of skills, in greater depth that will produce a more rounded IT specialist within the workplace, which would lead to more efficiency and production through the use and understanding of IT and IT systems. This course will develop in Specialist software, Data Management. This is ideal for those working with IT who wish to utilise their systems to their full potential and the benefit of their organisations. The learner will understand a great knowledge of IT Systems, improve productivity, the potential and optimising of IT within a business. It would also cover IT security and the different applications used in IT.

HR Support Level 3

Typical Length 12 months

Overview

The HR Support Level 3 Qualification is an ideal qualification for any HR Professionals. Whose roles are typically either working in a medium to large organisation as part of the HR function delivering front line support to managers and employees, or are a HR Manager in a small organisation. Their work is likely to include handling day to day queries and providing HR advice using company policy and current law; working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement; using HR systems to keep records; providing relevant HR information to the business; working with the business on HR changes. The learner will gain knowledge HR Legislation and HR function and HR systems and processes.

Retail Team Leader Level 3

Typical Length 12 months

Overview

This qualification is for a retail team leader, these leaders are a critical support to managers, delivering exceptional customer service and a positive experience to customers and may have to deputise for managers in their absence. This training will assist in the understanding on how to guide and coordinate the work of the team to complete tasks, identify and explore opportunities that drive sales, ensure team members maintain business standards in relation to merchandising, service and promotional activities, in line with procedures.

Call for further information on

01527 557407 or

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