

Aurelia News

Edition November 2020

This Edition:

Aaron Jamieson,

Aurelia's Newsletter Bio!

This month: Aaron Jamieson



My name is Aaron, and I am currently employed as a Customer Service apprentice at Aurelia Training. After finishing sixth form and achieving what I set out to get in biology, psychology, and drama A levels, I decided to move forward in the world of work, which is what led me to Aurelia. Some hobbies of mine include gaming, going to the gym and music, both listening and playing depending on the day. I am also avidly interested in the world of nature, the environment, and the animal kingdom. My interest in this has led me to having a pet Blue Tongued Skink, an Australian Lizard that I named Smeagol. Smeagol is named after a character from the Lord of the Rings series, of which I enjoy both the books and the films. I am constantly trying to learn new information and have memorable experiences, whether that is travelling, working in new environments, or meeting lots of new people. So yeah, that is just a little about me.

You may hear from me in the next month when I contact you to get your feedback on our service and update our health and safety records, I look forward to speaking to you.

Safeguarding and Wellbeing

As always we are still looking out for our learners, please stay safe at this difficult time.

Gina Smith our Designated Safeguarding Lead will be able to offer advice or refer any concern to the relevant agency. Contact: gs@aureliatraining.com or call : **07384214574**.

Please remember in these changing times to be conscious of safety and appropriate behaviour when engaging in video conferencing. We will always contact you through our work emails

Debs Wilson is looking after you're wellbeing, If you need any advice or support please send us a message via Facebook or to dw@aureliatraining.com

Useful Links - This months link is to the Customer Service L2/L3 apprenticeships

Customer Service L2—https://www.aureliatraining.com/site_files/8548/upload_files/CustomerServiceL2.pdf?dl=1

Customer Service L3 - https://www.aureliatraining.com/site_files/8548/upload_files/CustomerServiceL3.pdf?dl=1



<https://www.aureliatraining.com/>



<https://twitter.com/AureliaTraining>



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Customer Service Apprenticeships L2 & L3

Customer Service Practitioner L2

The role of a customer service practitioner is to deliver products and services to the customers of their organisation. Their core responsibility will be to provide a high-quality service to customers which will be delivered from the workplace, digitally or at the customers locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance, and support, meet and greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction.

The Standard consists of 8 Units, these include Understanding Your Employer Organisation, Understanding How to Deliver High Quality Customer Service, Understanding Personal Effectiveness in a Customer Service Work Environment, Understanding Communication in a Customer Service Environment, Communicating with Customers Effectively, Delivering High-Quality Customer Service, Handling Customer Conflict and Challenge and Managing Personal Effectiveness in a Customer Service Job Role. The trainer will support the learner through the diploma which includes observations, professional discussions as well as written work and is the vehicle used to deliver the apprenticeship.

Customer Service Specialist L3

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. They are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints and queries. They are an escalation point for more complicated or ongoing customer problems. As an expert in the organisations products and/or services, they share knowledge with the wider team and colleagues. They are able to gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out their role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any other customer contact point.

It consists of 8 Units, these include: Understanding the customer service environment, Understanding Customer Loyalty, Retention and Satisfaction, Understanding Continuous Improvement in Customer Service, Understanding Personal effectiveness Customer Service Work Environment, Delivering Solution-focused Customer Service, Managing Challenging Customers and Situation, Influencing Change and Improvement in Customer Service, Managing Personal effectiveness in a Customer Service Specialist Job Role.

Functional Skills - All qualifications include Maths, English. These will be delivered over the course of the programme.

If you hold previous maths & English Qualifications these may exempt you!

End Point Assessment (EPA)

We spend the last 3 months preparing for and completing EPA, although this is embedded in the awards throughout the courses.

L2 - These comprises of a showcase, an hour observation and an hour professional discussion this is completed with the end point examination organisation assessors

L3 - These comprises of a practical observation with questions and answers, a work based project supported by an interview and a professional discussion supported by portfolio of evidence

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End Point Assessment

The End Point Assessment take place after all other elements of the apprenticeship are complete. The provider, employer and learner must agree when the apprentice is ready for gateway, once the apprentice reaches Gateway they have 12 weeks to take the EPA.

This will vary dependent on course and level. This can be multiple choice exam, professional discussion, observation, structured interview, a showcase, project or a presentation. For the majority of apprenticeships the EPA will consist of 2 or more elements.

The EPA is delivered externally. so our trainers make sure you are ready and as confident as possible.

Aurelia Training Update

At the moment our trainers are working with all learners to prepare them for Gateway remotely or face to face under Covid rules. We are also working with our EPA Organisations to have the learners take the EPA in the best conditions and timescales.

Ofsted Interim Inspection

As you may be aware Ofsted have temporarily suspended their graded inspections due to the current Covid19 pandemic and the impact on schools colleges and training providers. They have been using this time to find out what impact the pandemic, lockdowns and restrictions have had on learners and their learning.

We were part of the interim inspection program on the 28th and 29th of October, as a provider with a good grading. The inspection was not graded and focussed on how we as a provider have adapted to meet the needs of our learners and addressed the difficulties created by the pandemic. We would like to thank the learners and employers that took the time to talk to the inspectors about how we were supporting our learners through this difficult time. Our report is now published and available on the Ofsted website and a first report on the interim visits completed so far has highlighted some key findings:

Providers responded quickly to the first lockdown by moving to on-line delivery asap but continue to offer a blend of face to face and digital learning where possible.

There was an appreciation that apprentices in Health and Social Care, Retail, and Childcare had the biggest problems re access to learning due to technology, workload and furlough.

Remote working was used primarily for delivery of knowledge based units with employer work-based learning and observations put on hold

With the change to more digital forms of learning there was a focus on the delivery of online safety.

Lack of technology in the workplace has been an identified issue, with providers looking at ways to support learners with this.

The communication between learners, employers and training providers was much improved with recognition of the flexibility of delivery contributing to this

Assessment through exams and EPA has been challenging with providers offering a variety of solutions to support their learners.

A year as an Apprentice by our very own Apprentice and Bio of the month

This blog is a bit of an overall of my apprenticeship experience over the last year or so at Aurelia. And we will start off with how I have found it. When looking at the whole picture of my experience as an apprentice, it has been a truly great experience. An apprenticeship is a perfect jump that takes you from a student and a child, to a working adult. It provide you with the safe haven of coursework and written tasks that you are used to, whilst also exposing you to the real world of work, with all its expectations and new realities. My experience at Aurelia Training was welcoming from the first day and has become a building and learning experience for me to grow in both knowledge and insight. I have completed my award apart from my final examination and have vastly increased my professionalism and proficiency in customer service and office related tasks. Overall, my apprenticeship has been extremely beneficial for me and has opened my eyes to the real world of adulthood and of working in the training and educational sector.

The biggest challenge of my apprenticeship was the initial jump up I talked about previously. Although all staff made it a smooth transition, personally I had to take on responsibilities in my on the job working, which were more than I was used to in my previous student occupation. These responsibilities helped me to build character, but I had to push myself to build my confidence, as well as picking up and retaining a lot of processes and information.

Now I am coming to the end of this year I am feeling confident in my employability, and my ability to pick up new skills and adapt to new environments. It is always important also to be gracious, as I am, to your employers and peers if you are in a safe and supportive environment. I feel like this apprenticeship has given me momentum after a long summer and dragging myself through school to get out in the world, and to take opportunities that come my way. Real work gives you a sense of importance and accomplishment, which is very valuable to one's own mental health.

In terms of next steps, I am hoping to stay with Aurelia under full employment, which is always a possibility when an apprenticeship goes smoothly and is valuable to both yourself and the company too. While working under the apprenticeship you learn about a company, and build relationships with peers and managers, this can often lead you to wish to continue working as I do, but also if I did choose to leave, then I would be leaving with a brilliant experience and a lot of skills learnt that can help me find employment elsewhere or even possibly head to university to study for a degree.

So yes, I highly recommend an apprenticeship for anyone looking for a source of income, some work experience and learning some important transferable skills. I hope this perspective of a year in an apprenticeship may be useful.

Quick update on our swimmers!

Lockdown has meant that Gina and Vicky, the 'tortoise and the hare' have had to put their swimming challenge on hold for a month. With the swimming pools re-opening on the 2nd December they will be back to counting their lengths & hoping to still finish on time though the end date has been extended by Aspire. More news next month

Just for fun!

70% of buying experiences are based on how the customer feels they are being treated

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