Business & Customer Service Apprenticeships

Develop confident professionals who deliver exceptional customer experiences

t2 group
part of the Marr Corporation

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About t2 group

t2 group is a leading provider of apprenticeships in the UK, partnering with employers across England for over 30 years.

Employers choose us because we deliver high-quality apprenticeship programmes that develop confident professionals, strengthen teams, and create real organisational impact.

- ✓ **30+ years' experience**
- ✓ Supporting employers across England
- ✓ **One-to-one coaching model**
- ✓ Personalised development for every learner
- ✓ **Programmes aligned to your organisation**
- ✓ Focused on your operational priorities
- ✓ **Flexible delivery**
- ✓ Delivered one-to-one in the workplace (remotely)
- ✓ **Ofsted-Good provider**
- ✓ Quality-assured and nationally recognised

> *Learners make rapid progress in developing their skills, with many showing significant improvements from their starting point in a very short space of time*

Understanding your business needs

Every programme begins by understanding your organisation, your teams, and your workforce development objectives.

Your dedicated Account Manager will work with you to:

- ✓ Identify skills and capability gaps
- ✓ Align training to organisational priorities
- ✓ Select the right learners for maximum impact
- ✓ Create a clear development pathway

All our apprenticeship programmes **can be fully funded through your Apprenticeship Levy** or the government will contribute to the cost if you are a non-levy employer.

Our dedicated team supporting your organisation

We will then appoint a team of specialists based on your needs and requirements. We have over 150 expert tutors, trainers and assessors located across England.

All of our team are fully employed by t2 group; to ensure the quality of our delivery, we never use freelance or subcontracted staff to deliver our programmes. Your team will include the following:

Delivery and coaching

Responsible for providing one-to-one expert training, coaching and assessment support.

Quality and compliance

Responsible for ensuring our delivery meets your needs and consistently maintains high-quality standards.

Account and client support

Responsible for enrolling learners and gaining impartial feedback on your experience.

Delivery and funding

Flexible, high-quality delivery

Every programme begins with a structured enrolment and induction process, supported by your dedicated Account Manager and specialist Business & Customer Service tutor. This ensures each learner's development aligns fully with their role, responsibilities, and your organisational objectives.

Your Business & Customer Service tutor works closely with the learner and their line manager to understand current capabilities, role-specific challenges, and performance goals. Together, they create a bespoke Individual Learning Plan that focuses on developing the knowledge, skills, and behaviours that will have the greatest impact in your organisation.

Each Individual Learning Plan includes:

- A clear assessment of current capability and development needs
- Learning priorities aligned with organisational goals
- Structured milestones and progress reviews
- Targeted development to strengthen professional confidence and performance

This ensures development activity directly improves operational performance.

Progress is reviewed regularly to ensure learning delivers meaningful outcomes for both the learner and your organisation.

You'll benefit from:

- Regular progress reviews involving the learner and line manager
- Clear visibility of development and performance improvements
- Ongoing support from your Account Manager
- Transparent reporting and feedback

Business & Customer Service Apprenticeships

Apprenticeship Name	Levy Cost	Non-Levy Cost	Duration
Customer Service Specialist Level 3	£4,000	£200 +VAT	11 Months*
Business Administrator Level 3	£5,000	£250 +VAT	12 Months*

Customer Service Specialist Level 3

Duration 11 months

Develop experienced customer service professionals who confidently manage complex customer interactions, improve service delivery, and drive customer satisfaction.

Qualification: Level 3 Customer Service Specialist Apprenticeship Standard

Business Administrator Level 3

Duration 12 months

Develop confident business professionals who improve organisational efficiency, support teams, and help businesses operate effectively.

Qualification: Level 3 Business Administrator Apprenticeship Standard

** These durations cover the practical period of each programme, the End-Point Assessment is conducted after completion*

Customer Service Specialist Level 3

Who is this programme for?

Customer Service Specialists are experienced professionals who manage complex customer interactions, resolve challenging enquiries, and help improve customer experience across an organisation.

They play a key role in building customer loyalty, supporting colleagues, analysing customer feedback, and identifying opportunities to improve services. These roles can be found across a wide range of industries including retail, financial services, healthcare, hospitality, professional services, and contact centres.

Develop skills in

• Delivering exceptional customer experiences • Resolving complex customer queries and complaints • Analysing customer feedback to improve services • Building lasting customer relationships	• Influencing positive customer outcomes • Supporting continuous service improvement • Working collaboratively across teams • Developing professional confidence and decision-making

End-Point Assessment

Once the learner, employer and tutor agree that all on-programme learning has been successfully completed, the learner will progress to End-Point Assessment with an independent End-Point Assessment Organisation.

The End-Point Assessment consists of:

- Practical observation with questions and answers
- Work-based project supported by an interview
- Professional discussion supported by a portfolio of evidence

Your tutor will prepare the learner throughout the programme to ensure they feel confident and fully ready for assessment.

Qualifications included in this Apprenticeship

- Level 3 Customer Service Specialist Apprenticeship Standard
- Level 2 Functional Skills in English and maths (if required)

Progression

Learners may progress onto programmes including:

- Level 3 HR Support
- Level 4 Sales Executive
- Level 4 Retail Manager

Business Administrator Level 3

Who is this programme for?

Business Administrators play a vital role in keeping organisations running efficiently. They support teams across the business by managing information, coordinating activities, communicating with stakeholders, and ensuring day-to-day operations run smoothly.

This apprenticeship is suitable for individuals working across a wide range of sectors, including public, private and voluntary organisations. It's ideal for those who want to build strong business skills, improve organisational performance, and develop a long-term career in administration.

Develop skills in

• Managing business administration processes and systems • Communicating professionally with internal and external stakeholders • Producing accurate business documents and reports • Planning, organising and prioritising workloads	• Using digital systems and business software effectively • Supporting projects, meetings and business activities • Improving business processes and identifying efficiencies • Building professional confidence, problem-solving and decision-making skills

End-Point Assessment

Once the learner, employer and tutor agree that all on-programme learning has been successfully completed, the learner will progress to End-Point Assessment with an independent End-Point Assessment Organisation.

The End-Point Assessment consists of:

- Knowledge test
- Project presentation with questions and answers
- Portfolio-based interview

Your tutor will prepare the learner throughout the programme to ensure they feel confident and fully ready for assessment.

Qualifications included in this Apprenticeship

- Level 3 Business Administrator Apprenticeship Standard
- Level 2 Functional Skills in English and maths (if required)

Progression

Learners may progress onto programmes including:

- Level 4 Associate Project Manager
- Level 4 Sales Executive
- Leadership and management qualifications

What our employers say

Our latest published feedback demonstrates why so many employers choose to partner with us.
Percentage of employers who graded us as 'Excellent' in the following areas:

96% Training provider overall

96% Quality of training

96% Delivering up-to-date training

95% Professionalism of staff

95% Sustainability of training in preparing for a job role

98% Convenience of training

Department for Education

Apprenticeships

SKILLS FOR LIFE APPRENTICESHIPS

Building skilled teams for every business

Business and Customer Service Apprenticeships that develop confident professionals and strengthen organisational performance.

For more information call **029 2079 9133** or email **info@t2group.co.uk**

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