

What Next?

You've just completed a training programme with Access, so 'what next?' is a good question. It is a good time to **consider your options** and we would be happy to discuss this with you (and your employer if appropriate).

In considering 'what next' you should **think about your current job, experience, qualifications, skills, ambition**, as well as **potential changes in your job, promotion opportunities and prospects etc.** If possible **discuss this with your employer**. We would also suggest that you revisit and **update your CV** at this point, making sure you add your new qualifications.

It may be that you don't feel ready to launch straight in to something else. If so, we would suggest you put a date in your diary to consider again – New Year is always a good time to make plans for the coming year, while many companies also have a system of staff appraisals that can be very useful in allowing you to discuss your future progression and training needs.



If you need further help in looking at progression opportunities remember we are always happy to help, while **Connexions, Next Steps, Job Centre Plus** and others are also very useful starting points for advice and guidance (numbers will be in the phone book or on the internet, but give us a ring if you have problems).

The following are examples of training you may want to consider when progressing from your training programme (let us know if you have any other ideas and we will try to point you in the right direction):

Progression from : Customer Service Advanced Apprenticeship (NVQ 3)

- **NVQ Level 4 in Customer Service:** This is a possible progression route and is available (often with funding) through Access. However, it is aimed at the individuals working in a senior role within an organisation that treat customer service as a priority. The candidate does not have to be a line-manager of other people or even have manager as part of their job title; however, they should hold a position that would allow them to influence decision making and shape how customer service is delivered inside or outside of the organisation.
- **Short courses:** If you (or your employer) feel you need specific training in aspects of your job you may want to consider short courses delivered by local colleges or training providers such as Access (these courses are not usually funded). Courses available through Access include Assertiveness Techniques, Delivering Customer Excellence, Handling Conflict and Mentoring other Colleagues.
- **Other NVQs:** For an increasing number of individuals their roles change and develop as they gain more experience and you may wish to consider an NVQ 3 or Advanced Apprenticeship in a new area to reflect your changing role, eg Advice and Guidance, Management, Sales or Administration. These may be available through Access or other training providers or colleges. We would be happy to provide you and your employer with a Skills Checklist to map your role against NVQ Standards (to find the best match).
- **Foundation or Ordinary Degrees:** Many universities and colleges now accept NVQ 3 and relevant experience for entry to courses, particularly those with a vocational emphasis, eg Business or Management. These can often be studied on a part-time / evening basis allowing you to fit these in with work commitments.

For more information, we would suggest you visit www.direct.gov.uk and check out the 'education and learning section' - lots of advice on skills, qualifications, finding courses and financial support. For further information on qualifications and career routes in customer service (as well as how to become a member of the institute) visit www.instituteofcustomerservice.com.

Finally, good luck with whatever you choose to do next!

Business Solutions
Apprenticeships
Training

CONTACT US:

Access : Gateshead Skills Academy : Kingsway South : Team Valley : Gateshead : NE11 0JL
T: 0191 490 4646 **F:** 0191 490 4647 **E:** info@accesstraining.org **W:** www.accesstraining.org