

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 Apprenticeship (NVQ 2)

- **Customer Service NVQ Level 3 (Advanced Apprenticeship):** This is the typical next step (available through Access) although this often depends on the relevance of your current or planned work role. This qualification is aimed at people who will be delivering and managing customer service within their own department or organisation. They should be working without direct supervision or on their own, such as in a commercial customer service environment.
- **Short courses:** If you (or your employer) feel you need specific training in aspects of your job such as Dealing with Awkward Customers or Introduction to Sales Techniques you may want to consider short courses delivered by local colleges or training providers such as Access (these courses are not usually funded).
- **Other NVQs/Apprenticeships:** If your job has changed or is likely to change you may wish to follow an NVQ, an Apprenticeship or Advanced Apprenticeship which reflects your new job role, eg Administration, Sales, IT or Management. 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).

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!

CONTACT US: