

What the Apprenticeship offers

- Consistently deal with customers politely and considerately, adapting your approach to meet customer and employer needs
- Achieve outcomes that the customer wants where possible. Where this is not possible, explain the reasons why. Evaluate and recommend alternative options
- Obtain all required information in the most effective way to allow tasks to be completed, considering each customer's individual circumstances
- Interpret and evaluate all information to determine the relevant details for the required task
- Interpret and evaluate information to judge whether there is potential fraud indicated. Refer to the appropriate department where required
- Determine whether a dispute should lead to a change of decision and explain the reasons, using appropriate legislation
- Handle sensitive information securely and in line with current legislative requirements
- Analyse and use information and legislation to calculate amounts due when a customer first contacts your department (e.g. new claims or new accounts)
- Analyse and use information and legislation to correctly deal with changes in customer circumstances, recalculating amounts due where required
- Provide justification for any inferences drawn from available information
- Decide on the best method of recovery by evaluating the customer's circumstances. Act on this judgment to start recovery of amounts due
- Use judgement to deal correctly with non-routine situations that arise
- Adapt your communication style and method to meet the individual's needs
- Communicate confidently by being personable, asking insightful questions and being able to negotiate effectively and respectfully
- Undertake activities to ensure knowledge stays current
- Take appropriate action within the limits of your authority to solve problems or make relevant colleagues aware of them
- Make accurate decisions based on the information available
- Support team members to achieve the best outcome for the team
- Request assistance or authorisation when required
- Communicate with other departments to achieve required outcomes
- Proficiently use the systems available to achieve tasks
- Refer to processes to determine the action to be taken
- Evaluate the customer's financial position, assisting with personal budgeting where appropriate, or directing the customer to appropriate support

More information please visit:

https://findapprenticeshiptraining.apprenticeships.education.gov.uk/courses/320?_gl=1*12ywcbu*_up*MQ..*_ga*MTc5NDk1OTA4MC4xNzE4OTg2MDQ1*_ga_68DT7436CX*MTcxODk4NjA0NS4xLjEuMTcxODk4NjA1OC4wLjAuMA.