



Customer Service Practitioner Level 2



The customer service practitioner apprenticeship is designed for learners in customer Service and covers a range of roles such as receptionist, customer service assistant and customer service administrator.

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace. 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.

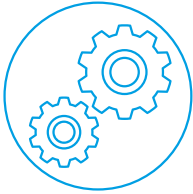
The programme will involve virtual seminars and workshops to enable you to meet and network with other like-minded professionals, e-learning and self-study activities.

The apprenticeship programme includes the following modules:

- **Knowing Your Customers**
- **Understanding the Organisation**
- **Meeting Regulations and Legislation**
- **Systems and Resources**
- **Customer Experience**
- **Product and Service Knowledge**
- **Interpersonal Skills**
- **Communication**
- **Influencing Skills**
- **Personal Organisation**
- **Dealing with Customer Conflict and Challenge**

As well as on programme assessment there will be an end-point assessment which will be carried out by an external independent assessor. This will include; **an apprentice showcase**, an **observation of practice**, undertaken in the workplace and a **professional discussion** completed by the apprentice. Each component of end-point assessment is graded with an overall grade given fail/pass or distinction.

How it works



You will have dedicated learning time that takes a blended approach that includes e-learning, self-study as well as attendance at workshops. However as the apprenticeship is a work-based qualification it means that much of your learning and assessment will be completed on the job. It will be a perfect opportunity for you to focus on an idea or service improvement that will benefit your service or team. You will build an apprenticeship portfolio of evidence using real pieces of work which your dedicated assessor will guide you on. You'll be demonstrating your learning whilst doing your job.

Entry Requirement



You must be in an appropriate role with the opportunity to fulfill the requirements within each module. Employed for a minimum of 16 hours a week and supported by your manager.

In addition you will require;

- The appropriate values and attitudes for the programme
- Minimum initial assessment at entry level 3 in maths and English
- Apprentices without Level 1 English and maths will need to achieve this level prior to taking the end-point assessment as well as attempting level 2

Qualification



Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at professional level.

That all sounds great! What do I need to do next?

If you are interested in the course, please speak to your line manager and then complete your initial apprenticeship application form. A member of the team will then be in touch.