

Apprenticeship
**CUSTOMER SERVICE
PRACTITIONER**
Level 2



train | grow | succeed

Why study this course?

Do you want to progress in customer service?

Is there a requirement for you to help your organisation work more effectively in providing high quality customer service?

Are you currently in a role that would allow you to develop your customer service knowledge and skills?

Who is the course aimed at?

- ▶ Customer service trainee
- ▶ Customer service advisor
- ▶ Customer service assistant

What will you study

- ▶ Level 2 Diploma For Customer Service Practitioners
- ▶ Level 1 Functional Skills in Maths and English working towards Level 2 (exemptions apply).

Knowledge and skills you will develop

- ▶ Knowing your customers
- ▶ Understanding the organisation
- ▶ Meeting regulations and legislation
- ▶ Your role and responsibilities
- ▶ Customer experience
- ▶ Product and service knowledge
- ▶ Systems and resources
- ▶ Interpersonal skills
- ▶ Communication
- ▶ Influencing skills
- ▶ Personal organisation
- ▶ Dealing with customer conflict and challenge

Behaviours you will develop

- ▶ Developing self
- ▶ Being open to feedback
- ▶ Team working
- ▶ Equality – treating all customers as individuals
- ▶ Presentation – dress code and professional language
- ▶ 'Right first time'

Entry requirements

- ▶ Initial assessments in Maths and English
- ▶ Comprehensive skills scan

How long will it last?

Typical duration: 12 months

How will it be delivered?

The Diploma and coaching towards End Point Assessment will be delivered in the workplace by your assessor.

Maths and English will be delivered on a flexible basis.

20% off-the-job training during contracted hours.

How will it be assessed?

The Diploma will be assessed by portfolio and one optional multiple choice test.

The Standard will be assessed through End Point Assessment once the apprentice, employer and assessor have agreed that the apprentice is EPA Gateway ready for:

- ▶ Apprentice showcase
- ▶ Practical observation
- ▶ Professional discussion

Qualification gained

- ▶ Level 2 Diploma for Customer Service Practitioner
- ▶ Institute for Apprenticeships (IFA) certificate
- ▶ Level 1 and 2 Functional Skills in Maths and English if appropriate.

Progression to further study

Successful apprentices can progress, if opportunity allows, onto:

- ▶ Customer Service Specialist Apprenticeship Level 3
- ▶ Business Administrator Apprenticeship Level 3

Further details

- ▶ Further details on this standard can be found online at: www.instituteforApprenticeships.org

Who to contact

- ▶ For more information please contact our Workforce Development Team on 01704 392874