

CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP - LEVEL 2

WHY YOU?

Customer Service Practitioners are hugely influential in the delivery of a good customer experience and their satisfaction with an organisation. Customer Service Practitioners need to demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge. They will provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

DURATION: 12-16 months. One day per week. The one day per week will not always be with Training 2000. It might include shadowing, mentoring, industry visits and attendance at competitions

ENTRY REQUIREMENTS: A minimum of four GCSEs at Grade 3/2 (D/E) or above is desirable

JOB ROLES INCLUDE: Customer Service Trainee, Customer Service Advisor, Customer Service Assistant.

TRAINING LOCATION: Online learning

OUR OFFER INCLUDES:

- Flexible delivery comprising of knowledge and tutorial workshops for one-to-one development and support
- One-to-one tutorials
- Access to learning on e-portfolio
- Regular assessor visits

EMPLOYER BENEFITS:

- Highly skilled employees with globally recognised qualifications
- Engaged, knowledgeable and driven employees
- An excellent recruitment service to match your job role with the right applicant
- Regular reviews for behaviour, development and welfare of the learner

LEARNER BENEFITS:

- Motivated, challenged and engaged learners, linking knowledge to their job roles
- Excellent career advice and guidance
- Progression to Higher / Degree Apprenticeships and highly skilled roles
- An increase in potential earnings, working whilst studying

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COURSE DETAILS

It comprises of a Level 2 Standard which will be completed over a 12-16 month period.

ON-PROGRAMME ON-THE-JOB AND OFF-THE-JOB TRAINING

Training and development takes place during this part of the apprenticeship meeting the requirements of the Apprenticeship standard. Formative assessment is required of skills, knowledge and behaviours in the delivery of the Apprenticeship standard and this will be outlined in the assessment plan. Maths and English are required (level varies according to the standard).

The Apprenticeship standard is a period of learning, development and continuous assessment, managed by the employer. In most cases, there's also support from a training provider. The knowledge, skills and behaviour that will be developed during the on-programme learning will include:

KNOWLEDGE

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Your role and responsibilities
- Customer experience
- Product and service knowledge

SKILLS

- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge

BEHAVIOURS/ATTITUDE

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

END POINT ASSESSMENT

The end point assessment must demonstrate that you can perform in the occupation in a fully competent, holistic and productive way.

This will consist of;

- An Apprenticeship showcase which you put together throughout the duration of the programme
- A practical observation to demonstrate your skills, knowledge and behaviour
- A professional discussion against the set criteria to draw out your energy, enthusiasm, competence and excellence

The successful completion of the end point assessment will result in your apprenticeship certification.

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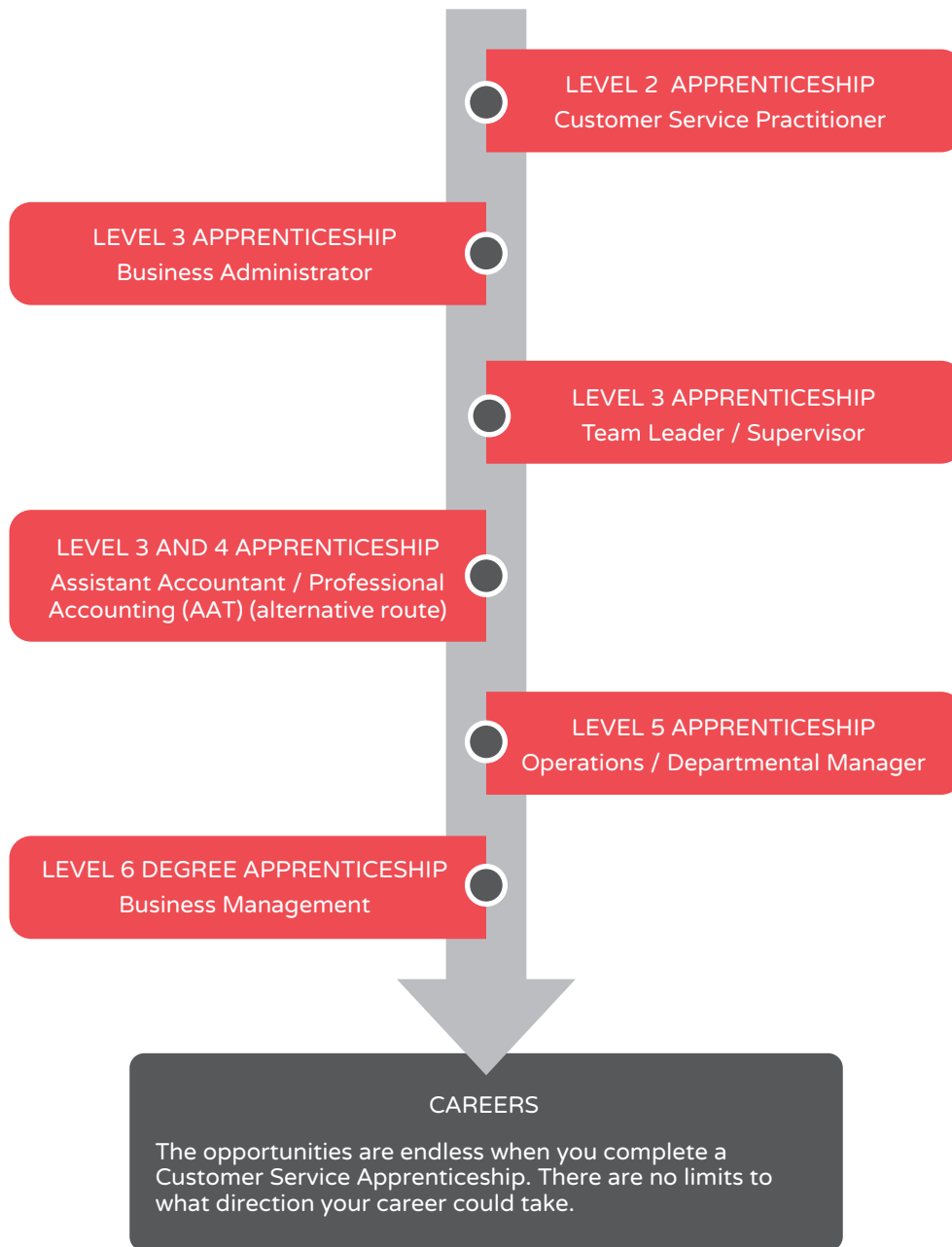


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YOUR APPRENTICESHIP CAREER PATH

Below is an example career path showing how you can progress up to a Level 6 qualification. At the end of every qualification you have the option to leave your education and progress with your career - you don't need to study up to level 6.



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