



## CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP

**Level:**

2

**Duration:**

15 months. One day per week

**Entry requirements:**

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

**Overview:**

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.





## Aim:

### 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).

## Where Can I Study?

Training 2000 Blackburn and Blackpool

\*The one day per week will not always be at Training 2000. It might include shadowing, mentoring, industry visits and attendance at competitions

## Job examples?

Customer Service Trainee, Customer Service Advisor, Customer Service Assistant.

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