



University of Central Lancashire

Training 2000

INFORMATION FOR LEARNERS

Customer Service Practitioner Apprenticeship

Level 2

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.



www.training2000.co.uk | 01254 54659 | info@t2000.co.uk

Customer Service Practitioner Level 2

Apprenticeship information

Duration

16 months

You will need to spend at least six hours per week completing your 'off the job' training/work.

Where will I study?

In your workplace.

Entry requirements

A minimum of four GCSEs at Grade 3/2 (D/E) or above is desirable. You may have to complete your English and Maths Functional Skills depending on your GCSE grades.

Our Apprenticeship 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

What you'll learn

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

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:

Key knowledge

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

Key skills

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

Key behaviours

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

How you'll be assessed?

At the end of your Apprenticeship you'll go through an end-point assessment (EPA) and be graded based on a:

1. An Apprenticeship showcase which you put together throughout the duration of the programme
2. A practical observation to demonstrate your skills, knowledge and behaviour
3. 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.

Your Apprenticeship career path

Below is an example career path showing how you can earn, learn and study up to Degree level with an Apprenticeship. Training 2000 are part of the University of Central Lancashire which makes it easier than ever to progress on to a Degree Apprenticeship.



Careers

The opportunities are endless when you complete a Customer Service Apprenticeship. There are no limits to what direction your career could take.

Interested? Apply now

www.training2000.co.uk

01254 54659

info@t2000.co.uk

Proud to be part of the



University of
Central Lancashire
UCLan