



CUSTOMER SERVICE PRACTITIONER

Level 2

🕒 16 Months

Customer service practitioners are hugely influential in the delivery of a good customer experience and satisfaction. You will show excellent customer service skills and behaviours as well as strong product knowledge.

They provide excellent customer service standards and understand regulatory requirements. They assist customers either face-to-face, by phone, post, email, text and through social media.

FUTURE OPPORTUNITIES

- Customer Service Trainee
- Customer Service Advisor
- Customer Service Assistant

OUR PARTNERS



PROGRAMME OF STUDY

- Off-the-job training logged
- Showcase Portfolio - Developed on-programme
- Level 1 or Level 2 Functional Skills Maths - if required
- Level 1 or Level 2 Functional Skills English - if required

KNOWLEDGE

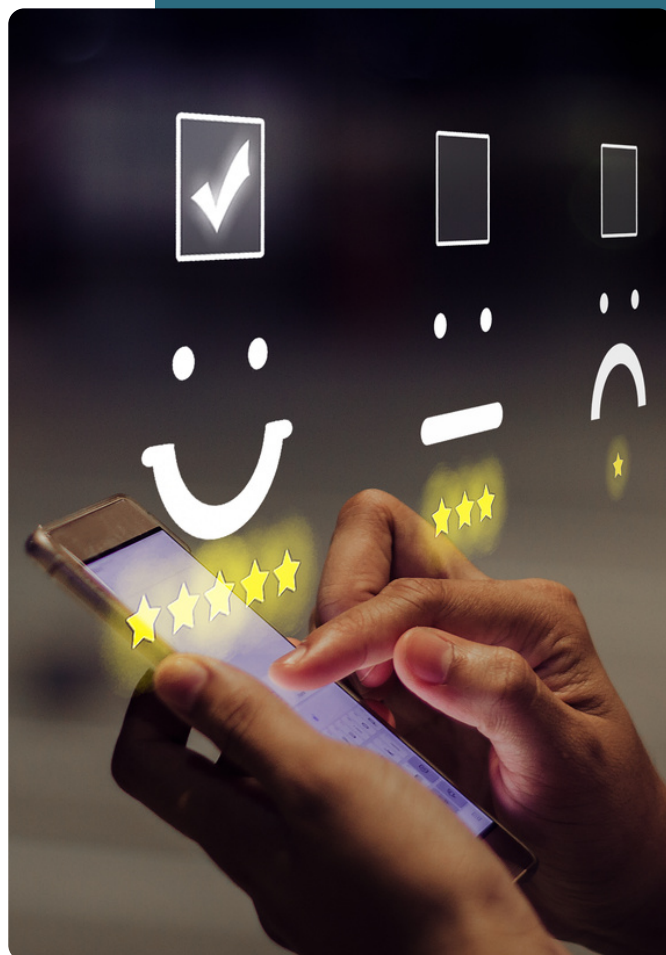
- Knowing Customers
- Organisational Understanding
- Regulations and Legislation
- Systems and Resources
- Roles and Responsibilities
- Customer Experience
- Products and Services

SKILLS

- Interpersonal Skills
- Communication
- Influencing Skills
- Personal Organisation
- Dealing with Customer Conflict and Challenge

BEHAVIOURS

- Developing Self
- Being Open to Feedback
- Teamwork
- Equality
- Personal Presentation
- Right First Time



RESULTS

100%

EPA Pass rate with 54% of learners achieving a Distinction

EXCELLENT

reviews from employers and learners on 'Find an Apprenticeship'

97%

of our learners are satisfied with their overall learning experience



END POINT ASSESSMENT (EPA) REQUIREMENTS

SHOWCASE PORTFOLIO – 65% OF OVERALL GRADE

- The showcase portfolio is compiled on-programme and is submitted at Gateway
- The showcase portfolio enables apprentices to reflect and present examples of their development over the whole apprenticeship
- The showcase portfolio evidence will include elements such as work based evidence, including: customer feedback, recordings, manager statements, and witness statements – it will also include evidence from others, such as mid-and-end of year performance reviews, and feedback

PRACTICAL OBSERVATION – 20% OF OVERALL GRADE

- The practical observation will be pre-planned and scheduled to when the apprentice will be in their normal place of work and will be carried out by the Independent Assessor
- The observation should enable the apprentice to evidence their skills, knowledge, and behaviour from across the standard to demonstrate genuine and demanding work objectives
- Each situation within the observation will be different, and examples are, handling a general enquiry, dealing with a customer complaint or a need for further information or detail, but it is mandatory that the observation covers as a minimum: presentation, equality, interpersonal skills, communication, and personal organisation
- Those areas of the standard which are not able to be evidenced during the observation will be discussed subsequently as part of the professional discussion with the independent assessor

PROFESSIONAL DISCUSSION – 15% OF OVERALL GRADE

- The professional discussion will be a structured discussion between the apprentice and the Independent Assessor, following the observation, to establish the apprentice's understanding and application of knowledge, skills, and behaviours
- The professional discussion will need to take place in a suitable environment and the typical duration is a minimum of 60 minutes
- It will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence, and excellence