

# Level 2

## Customer Service Practitioner



Discover the Customer Service Practitioner Apprenticeship, with full support provided to meet all requirements.



17 Months



Awarding Body:



Customer Service Practitioners play a vital role in shaping the customer experience and ensuring high levels of satisfaction through effective, front-line support.

This apprenticeship provides a strong foundation in key customer service skills and behaviours, along with in-depth product knowledge to deliver outstanding service across a variety of settings.

### THE APPRENTICESHIP COVERS:

- Customer experience
- Interpersonal skills
- Dealing with customer conflict and challenges
- Personal organisation
- Influencing skills
- Communication

### EPA / APPRENTICESHIP ASSESSMENT:

1. Showcase portfolio
2. Practical observation
3. Professional discussion



Apprentices will also work towards Functional Skills Level 2 in Maths and English, if not already exempt.

**This apprenticeship is suitable for anyone in junior customer service roles or someone who is wanting to start a career in customer service.**

Apprentices will develop key skills and behaviours to support their progression towards their apprenticeship. Apprentice roles will involve providing excellent customer service standards and understanding regulatory requirements, and will assist customers face-to-face, by phone, post, email, text, and through social media.

**The Customer Service Practitioner Apprenticeship may be a gateway to further career opportunities, such as customer service assistant or advisor.**

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