

Apprenticeship in Customer Service Practitioner Level 2

Accreditation	Pearson
Course duration	12 months
Certificate valid for	Never expires

Who should attend

This new apprenticeship standard is designed as a minimum 12-month programme and is for apprentices who wish to gain the skills, knowledge and behavioural competences required to work in a Customer Service Practitioner role.

Course information

Overview

This role requires apprentices to perform a range of service delivery functions that may be one-off or routine contacts, and include, dealing with orders, payments, offering advice guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction.

Apprentices may be the first point of contact and work in any sector or organisation type, their actions will influence the customer experience and the customer's satisfaction with the organisation.

The qualification gives learners the opportunity to:

- develop the technical knowledge and understanding that underpins competence in a customer service job role
- develop and demonstrate a range of transferable skills and professional behaviours and attributes in the work environment
- develop and demonstrate a range of technical skills to carry out their job role successfully in the work environment
- achieve a nationally recognised Level 2 qualification
- develop confidence and readiness for the apprenticeship end-point assessment
- develop personal growth and engagement in learning

Entry Requirements

No prior knowledge, understanding, skills or qualifications are required before learners register for this qualification. Candidates will need to be on an apprenticeship programme, or be otherwise employed in a customer service role.

Assessment

There are three components that make up end-point assessment for the Customer Service Practitioner Apprenticeship standard.

End-point assessment will consist of a:

- Apprentice showcase
 - Practical observation
 - Professional discussion
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Certification

To be awarded the Apprenticeship in Customer Service Practitioner Level 2, candidates must achieve the following components:

- Diploma in Customer Service Practitioner Level 2
- English Level 1 Functional Skill
- Maths Level 1 Functional Skill

End-Point Assessment - Apprentices must pass end-point assessment to be awarded the Apprenticeship in Customer Service Practitioner Level 2

More details

Progression Opportunities

With further training and development, learners can progress to more senior or complex job roles, including customer service specialist roles and management.