

# Customer Service Practitioner Level 2 Apprenticeship Standard



## Overview

The Customer Service Practitioner Level 2 Apprenticeship Standard is ideal for either your first customer service role, or if you currently work in a customer service environment and wish to gain a nationally recognised qualification to boost your career. Whilst undertaking your Apprenticeship, you could be working in any of the following customer facing roles:

- Customer Service Trainee
- Customer Service Advisor
- Customer Service Assistant
- Receptionist
- Front of House Assistant

In any of the above or similar roles, you are often the face and voice of the organisation, and the Customer Service Practitioner Apprenticeship will teach you the importance of continuous improvement in customer service and communication.

A Customer Service Apprenticeship will involve you working in a customer service role in a variety of sectors. Since interacting with the public is a key part of such a role, this type of Apprenticeship is suitable for those that are sociable and enjoy communicating on all levels. The following skills and attributes will be of benefit to you in a customer service role:

- A friendly and helpful attitude
- Excellent communication skills
- Organised and efficient

- Resourceful and positive
- Good time-keeping

Working hours vary and are dependent on your employer and the type of industry that you are employed in. Customer Service roles in an office environment will typically involve working from 9am to 5pm. In sectors such as hospitality, retail, and travel you could be working as late as 10 pm including some weekend work.

Upon successful completion of your Customer Service Practitioner Apprenticeship, you will qualify with a NCFE Level 2 Diploma in Customer Service, plus Level 1 Functional Skills in Maths & English.

### Outline of Programme

This Apprenticeship is delivered in the workplace over 12 months via regular support from one of our professional tutors. During your Apprenticeship, you will be employed in a suitable customer-facing role where you will gain valuable work experience in line with the standards set out for the Customer Services Practitioner Apprenticeship, whilst earning a salary.

Our professional tutors will deliver learning and provide coaching and resources to develop your skills, knowledge and behaviour in the following key areas:

Skills	Knowledge	Behaviours/Attitude
Interpersonal skills	Knowing your customers	Developing self
Communication	Understanding the organisation	Team working
Influencing skills	Meeting regulations and legislation	Being open to feedback
Personal organisation	Your role and responsibilities	Equality - treating all customers as individuals
Dealing with customer conflict and challenge	Customer Service	Presentation - Dress code and professional language
	Product service and knowledge	'Right first time'
	Systems and resources	

### Cost

There are two options available;

- Levy Paying Employer – funding is drawn down from the employer levy pot (£3,500)

- Non-Levy Employer – co-funding available, government 90% employer 10% (£350)

Please contact us for full details.

### **Important Information**

- All Apprenticeships are subject to strict eligibility criteria
- Learners are required to work in the care sector for a minimum of 16 hours per week
- Learners are required to be fully committed to complete the course
- Employers are required to fully support the learner and delivery programme
- Apprenticeships require evidence of 20% off the job training and include Functional Skills English & Maths