

## Apprenticeship

# Customer Service Practitioner Level 2

Do you want to progress in customer service?

Is there a requirement for you to help your organisation work more effectively in providing high quality customer service?

Are you currently in a role that would allow you to develop your customer service knowledge and skills?

## Qualification Gained:

**Level 2 Apprenticeship for Customer Service**

**Eligibility to join Institute of Customer Service**

**IFAT Certificate**

**Level 1 and 2 Functional Skills in Maths and English if appropriate**

**Progression to further study**

Successful apprentices can progress, if opportunity allows, onto:

Customer Service Specialist Apprenticeship Level 3.

Business Administrator Apprenticeship Level 3.

### Further details

Further details can be found at [InstituteforApprenticeships.org](http://InstituteforApprenticeships.org)

### Who to contact

**For more information please contact us:**

01704 392874

[info@competeapprenticeships.co.uk](mailto:info@competeapprenticeships.co.uk)

### Who is the course aimed at?

- + Customer service trainee
- + Customer service advisor
- + Customer service assistant

### What will you study

- + Level 2 Diploma For Customer Service Practitioners
- + Level 1 Functional Skills in Maths and English, working towards Level 2 (exemptions apply)

### Knowledge and skills you will develop

- + Knowing your customers
- + Understanding the organisation
- + Meeting regulations and legislation
- + Your role and responsibilities
- + Customer experience
- + Product and service knowledge
- + Systems and resources
- + Interpersonal skills
- + Communication
- + Influencing skills
- + Personal organisation
- + Dealing with customer conflict
- + and challenge

### Behaviours you will develop

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

### Entry requirements

- + Comprehensive skills scan
- + Initial assessments in Maths and English

### Maths and English

All learners on a Level 2 Apprenticeship will need provide evidence of a minimum Level 1 in Maths and English (or equivalent) prior to entering EPA Gateway.

If you do not have evidence of either Level 1 English or Maths (at least one is required), please speak to the Apprenticeship team for further guidance.

If you have a Level 1 in English or Maths, you will be required to achieve a minimum of Level 1 in all areas prior to Gateway. Once a Level 1 in English and Maths can be evidenced, then Apprentices are required to attend Level 2 Maths and/or English sessions.

### How long will it last?

Typical duration: 12 months

### How will it be delivered?

The Diploma and coaching towards End Point Assessment will be delivered in the workplace by your assessor.

Maths and English will be delivered on a flexible basis.

20% off-the-job training during contracted hours.

### How will it be assessed?

The Apprenticeship will be assessed by portfolio.

The Standard will be assessed through End Point Assessment once the apprentice, employer and assessor have agreed that the apprentice is EPA Gateway ready to:

- + Produce a showcase portfolio
- + Complete a practical observation
- + Complete a Professional Discussion