



Customer Service Practitioner
Level 2

Overview

Apprenticeship:

Customer Service Practitioner

Qualification: Level 2

Duration: 15 months

This standard contains various knowledge, skills and behaviours that will need to be demonstrated through end point assessment. Apprentice's will be required to build their knowledge in areas such as meeting regulations and legislation, product and service knowledge, understanding the organisation and understanding their role and responsibility. Apprentices will be required to demonstrate their workplace competence in areas such as dealing with customer conflict and challenge, influencing skills, interpersonal skills and communication. Through their work, they will also be required to demonstrate the following behaviours: equality – treating all customers as individuals, being open to feedback and developing themselves.



Type of job roles the programme is for

- Customer Service Trainee
- Assistant
- Representative
- Agent
- Receptionist

Qualifications

- Functional Skills in Maths
- Functional Skills in English

Progression opportunities

- Customer Service Specialist Level 3

Core competencies

- Communication skills
- Team working skills
- Dealing with customer complaints
- Interpersonal skills

Training Process

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- New learners are assessed by a Skills Coach to ensure their suitability for the programme
- After this, they will complete an initial assessment and scoping to identify areas of improvement, and development goals for the apprenticeship
- An apprenticeship induction is then held for new learners, where they will be introduced to the schedule of study

Support

Ongoing Skills Development Coach Support

Gateway

- 13 months

Assessment

- 15 months
- Apprentice Showcase, Observation and Professional Discussion

Pathway

Apprenticeship: Customer Service Practitioner

There is a clear GC Education & Skills career pathway for the apprentice once they've completed the Level 2 Customer Service Practitioner course.

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Business Apprenticeship Routes

Level 2

Business Administration Level 2

Customer Service Practitioner Level 2

Level 3

Business Administrator Level 3