

CUSTOMER SERVICE PRACTITIONER

LEVEL 2

A **Customer Service Practitioner** delivers high quality products and services to the customers of their organisation. Core responsibilities include one off or routine contacts, dealing with orders or payments, offering advice, guidance and support, meet and greet, sales and aftercare.

DURATION

Typically 12 months.

MANDATORY QUALIFICATIONS

- Level 1 in English and maths (and to have undertaken level 2 tests in English and Maths) (City and Guilds)

WHAT DOES THE QUALIFICATION COVER?

A Customer Service Practitioner (Innovate) will have knowledge of, be able to understand and apply in practice the following areas of learning:

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibilities
- Customer experience
- Product and service knowledge
- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge
- Developing self
- Team working
- Equality—treating all customers as individuals
- Personal presentation
- Making sure its 'Right first time'

HOW WILL IT BE DELIVERED?

The apprenticeship can be delivered in a classroom setting to a cohort of learners or on an individual 1-1 basis to meet the needs of the employer and learner. Our blended learning approach supports the inclusion of additional elements of learning relevant to the individuals job role and specific employer requirements

Training will be delivered in line with the agreed Commitment Statement and will include:

- A robust initial assessment covering English and maths.
- Monthly 1-1 meetings between the apprentice and the trainer
- Tri-partite meetings every 12 weeks between the employer, learner and trainer to review progress and review the 'off the job' training elements.



- Learner progress is recorded via our e-learning platform, which gives access to a broad range of online courses and materials.
- The employer can access the learners e-portfolio using their own log in to check on progress.

Once the learner has completed the appropriate functional skills and the employer, learner and trainer agree that the apprentice has reached the required standard in their knowledge, skills and experience, the learner will be put forward for their EPA.

END POINT ASSESSMENT

The end-point assessment is designed to enable apprentices to demonstrate that they are fully conversant in the skills, knowledge and behaviours expected of individuals at this level. It is designed to provide the independent assessor with a holistic view of the apprentice, and allow them to assess to what extent the apprentice meets or exceeds the apprenticeship standard.

The end-point assessment will consist of:

- An Apprentice showcase (reflecting development over the whole programme period)
- Practical observation
- Professional discussion to evaluate competence and test actual understanding across the identified areas of learning.

To learn more about opportunities for full or part funded, high quality training for you and your staff, call 0845 223 2401, or e-mail us at info@steadfasttraining.co.uk

