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Customer Service Practitioner Level 2 Apprenticeship



Course Information

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These 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. You may be the first point of contact and work in any sector or organisation type.

Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

This qualification could be appropriate for jobs such as:

- Customer Service Assistant
- Customer Service Administrator
- Customer Service Advisor
- Customer Service Trainee

The Customer Service Practitioner Apprenticeship has a typical duration of 12-18 months and is Level 2.

Course Structure

The apprentices' journey begins with a period of learning, development and continuous assessment which covers the full range of knowledge, skills, behaviours and attitudes required within the Customer Service environment. This is managed by the employer. In most cases, there's also support from a training provider

- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Product and service knowledge
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge
- Developing self
- Being open to feedback
- Team working



Key Areas of skills, behaviours and attitudes to be assessed:

In the next stage the apprentice is required to have to show evidence of the relevant customer service knowledge, skills and behaviours as set out in the standard and to have achieved maths and English (Level 1) and taken the test for Level 2.

Finally the apprentice moves on to the final stage of end-point assessment made up of the following assessment methods:

- Apprenticeship Showcase
- Professional Discussion
- Practical Observation

Progression

Learners who upon successful completion of the Customer Service Practitioner Level 2 apprenticeship may have the opportunity to progress into:

- An enhanced job role using the skills developed through the Customer Service Practitioner Apprenticeship as the foundation which to build.
- Onto a Level 3 Apprenticeship for example: Customer Service, Business Administrator or Retail Apprenticeship
- Into sector specific job roles which contain elements of transferable customer service skills, potentially including the undertaking of additional sector specific vocational qualifications.

How to Apply

You can contact us in the following ways:

Go to our website: www.uktd.co.uk

Alternatively you can:

Telephone: 01442 230 130

Email us at: enquiries@uktd.co.uk



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