

Customer Service Practitioner Level 2 - Apprenticeship Standard

Course Overview

The role of a Customer Service Practitioner is to deliver high quality products and services to the customers of their organisation. Core responsibilities are to provide a high quality service to customers which will be delivered in the workplace, digitally, or through face to face contact. 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.

Course Content

Knowledge

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibility
- Customer experience
- Product and service knowledge

Skills

- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge

Behaviours

- Developing self
- Being open to feedback
- Team working
- Equality
- Presentation
- Right first time

Further Information

- For further information regarding this apprenticeship standard, please visit:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner/>

Entry Requirements

- Functional Skills. Apprentices will be required to have achieved level 1 English and maths and to have taken level 2 English and maths tests prior to completing this apprenticeship. These functional skills requirements will be included and supported in this apprenticeship programme if not already attained.
- You must not be in any other full time education or currently studying any other qualification and you must not currently be enrolled on any other government funded course.
- You must not have previously completed this qualification.
- Apprentices must be age 16 or over.

Duration

You can start an apprenticeship at any time. This programme will take a minimum of 12 months to complete.

Talk to us about the funding options available



Apprenticeship Delivery

During the apprenticeship the learner will have a dedicated Training Manager who will visit them within the work place at least once per month in order to support their learning, development of competency and generation of evidence. This will also be supported between visits by off-site information, advice, guidance and academic progress support.

The Training Manager will work with the learner and you the employer to ensure that all learning needs are being met for both parties, in order to guarantee successful progression against all elements of the apprenticeship.

Benefits & Outcomes

Our workforce development solutions are bespoke to meet the needs of your business. Hiring a new recruit or developing an experienced current employee through an apprenticeship is a productive and effective way for your business to grow talent and develop a motivated, skilled and qualified workforce.

With an Apprenticeship your employee learns as they work; our training can be delivered on-site at your premises or at one of our regional training centres. They will also receive help with Maths and English (as well as ICT, if applicable) to help with both work and daily life.

Our Approach

Our approach is simple; we work with you to first identify your organisational needs and any skills gaps, then provide a tailored solution that has clear business impact. This can include apprenticeships, short professional courses and/or stand alone qualifications; each aligned to your strategic objectives and workforce development plans.

Contact our Business Development team today to find the right workforce development solution for your business

Visit us
www.independenttrainingservices.co.uk

Email us
info@ind-training.co.uk

Call us
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