Customer Service Practitioner
Level 2 Apprenticeship Standard

Who is it for:
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. You may be the first point of contact and work in any sector or organisation type. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

Modules include:
• Understanding the organisation
• Product and service knowledge
• Dealing with customer conflict and challenge
• Systems and resources
• Influencing skills
• Team working

End Point Assessment:
• Apprentice showcase
• Practical observation
• Professional discussion

Grading:
• Fail / Pass / Distinction

Duration:
The apprenticeship will take between 12-18 months to complete.

Support:
The apprentice and organisation are supported by experienced Learning and Development Officers through high quality face to face contact, interim communication and regular tripartite progress reviews.

Progression:
Upon completion of the apprenticeship there are different routes available, these can include: customer service specialist, or management apprenticeships. Job opportunities may be senior customer service adviser, management positions.