

Customer Service Practitioner

Level 2 Apprenticeship Standard

Great customer service is one of the most valuable skills you can acquire for any business.

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Who is this qualification for?

The ideal candidate for a Customer Service Practitioner Apprenticeship is someone who is in a position to deliver products and services to their organisation's customers and is working in a customer centric environment. They will have responsibility for the delivery of service to customers at the workplace, digitally or in the customer's own location. This will range from one-off to routine contacts and include some of the following elements of customer service:

- Dealing with orders
- Offering advice
- Payments
- Guidance and support
- Meet-and-greet
- Sales
- Fixing problems
- After care
- Gaining insight through measuring customer satisfaction

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The Journey

There are three key stages to the delivery of the Apprenticeship:

- On Programme
- Gateway
- End Point Assessment (EPA)



Gateway

The Gateway is the opportunity for the provider and the employer to agree whether the Apprentice is ready to take their EPA. Considerations for this are:

- Has the Apprentice been on programme for a minimum of 12 months?
- Has the Apprentice completed their level 2 English and Maths qualifications?
- Has the Apprentice been assessed against all of the knowledge, skills and behaviours?
- Has the Apprentice had the opportunity to take mock tests and practice interviews?

3

On Programme

This is the substantive part of the Apprenticeship and includes both on-the-job and off-the-job training and assessment. During this stage the learner will develop skills, knowledge and behaviours, as outlined in the two-part Standard. One of the key features of the Standard Apprenticeship is flexibility. Providers and employers now have more choice in how they deliver the On-Programme component of the Apprenticeship. A blend of resources and employer/provider designed materials are used to deliver bespoke Apprenticeship programmes that meet the needs of employers and learners.

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Study Mode

Our provision is delivered through a mixture of face-to-face visits, e-learning and live or recorded webinars. Learners have 24/7 access to course materials and resources. This minimises travel, hiring of venues and time out of the office.

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Entry Requirements

Apprentices will be required to have or achieve level 1 English and Maths and to have taken Level 2 English and Maths tests prior to completion of their Apprenticeship. Learners must be in a job role relevant to the Apprenticeship.

End Point Assessment

The EPA for the Customer Service Practitioner Apprenticeship will include:

- Knowledge test using scenarios and questions.
- Structured competency based interview.
- Assessment of portfolio of evidence.
- Professional discussion related to CPD activity.

The EPA is carried out by an independent Apprentice Assessment Organisation (AAO). Riverside will advise and engage with a suitable AAO on behalf of the learner and employer.

Link to Professional Registration

Completion of this Apprenticeship will lead to eligibility to join the Institute of Customer Service as an individual member at professional level.



Duration

Typically this apprenticeship will take 12 - 18 Months



Funding Cap

£4,000

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our courses call us on

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